



STREAMLINE YOUR
PATIENT EXPERIENCE

Vero Orthopaedics and Vero Neurology

Vero Beach, FL | NextGen® Healthcare

OTech Client Since 2013

Challenge:

Vero Orthopaedics and Vero Neurology came to OTech looking for the piece of their practice they felt was missing – better collections and controlled staffing costs.

Solution:

Jennifer Davison, Practice Administrator, explains that after implementing OTech kiosks they were able to reduce FTE costs and that “the ability to save salary and benefit costs is significant.” Vero went from 4 FTEs to 3, saving \$25,000 in year 1... and every year after. In addition, they were able to reassign an employee from check-in to check-out. This helps patients make the next appointment before leaving the office, and ensures a positive experience for the patient as they depart.

Even with less FTEs on check-in, Jennifer sees efficiency being created for staff and patients. “Everything is done automatically with the kiosk. We no longer have to call patients back up to the window to complete an item that was missed.”

From June 1 to August 31 (3 months) with the OTech kiosk, Vero collected \$32,000 MORE compared to the same time period the prior year. Since August 31 this jump in collections has maintained to May 2014. Over the course of 1 full year, the increase in collections will total \$128,000.

Results:

- Increased patient portal usage
- Clinical staff doing data entry because the kiosk has automated this task
- Decreased staffing costs
- Increased collections, leading to a more profitable practice