



STREAMLINE YOUR
PATIENT EXPERIENCE

Women's Health Center of Lebanon

Lebanon, PA | Greenway® PrimeSuite

OTech Client Since 2012

Challenge:

Like many practices, Women's Health Center of Lebanon – a busy OB/GYN practice – was pressed with many important tasks at the reception desk area. Collections, check-in, check-out, answering phones, greeting patients, fielding questions, keeping patients happy and more. That's where an OTech kiosk comes in... automating check-in to deliver outstanding service to patients, all while increasing collections and boosting efficiency for the practice.

Solution:

"After a short 6 months of using OTech, the practice did not replace a receptionist who left, which has more than paid for the cost of the kiosk. And, the direct interface with Greenway is seamless," according to Trudi Noppenberger, Practice Administrator.

The most important thing about kiosk usage is visibility and ease of access. Women's Health Center of Lebanon built a place for it right at the front door and has a sign as patients can't miss as they enter the practice. According to Noppenberger, the practice no longer has lines of 5-10 people waiting to check in, and the waiting room hasn't been overcrowded once since they installed it.

I have never worked with any computer-related system where they were so willing to adapt to OUR needs – it was always us having to adapt to an unchanging and unbending program. So kudos to you and your team for your customization and service – we highly recommend you guys.

– Trudi Noppenberger

Receptionists are freed up to answer phones faster since the kiosk is doing the heavy lifting at check-in time. The practice's wait time on hold before a call was answered went from 118 seconds to 50 seconds.

Results:

- Check in 50-80% of all returning patients and 90-95% of OB patients
- Wait time on hold cut in half
- FTE cost savings