uArrive
CHECK-IN

FUNCTIONALITY

NEXTGEN®
HEALTHCARE

Workflow Functionality:

- Fully Automated Patient Check-In, No Staff Involvement
  - Returning Patients, Walk-In Patients
- Patient Identification: Name and DOB, SSN, Driver's License, Loyalty Card, Student ID
- Point OTech software to query the Enterprise ID, Practice ID, Location/Department
- Demographic Data Updates And Verification
  - E-Mail, Cell Phone, Home Phone, Address
- Patient Payments:
  - Co-Pay, Patient Due Balance, Budget Plan Due Balance, Sliding Scale,
  - Email Receipt Of Payment To Patients, Or Print At OTech Device
  - Post Payments To A Batch
  - Apply Payments To The Encounter Level
  - End Of Day Reconciliation Report Automatically Created And Emailed To Staff
  - Payment Processing With OTech Partners at Market Rate
- Insurance Verification Of Data Residing In EPM
  - Indicate If Eligible Or Not Eligible
  - Read/ Decode Batch Response
  - Specify which relationships to use to find insurance coverage
- Real Time Insurance Verification/ Eligibility
  - Using Insurance Data Already Residing In EPM
  - OTech Passes Insurance Data To A Partner Of clients Choosing: Availity, Experian (MPV), InstaMed, Navicure and NextGen Healthcare (RTS)
- Full Enrollment In NextGen Patient Portal
  - Via the NextGen Auto Enrollment Processor, No Token Needed
    - OTech Requires Patient's Valid Email Address
  - Provide Patient With Their Temporary User Name, Password, Security Answer
  - All Patients With Valid Email Can Be Automatically Enrolled
- Ask/ Update Meaningful Use Questions: Race, Ethnicity, Preferred Language

- Ask/Update UDS Questions
- Ask/Update Proof of Income
- Create Image Of Insurance Card, Driver License Via Scanner
  - Time Stamped, Stored In Doc. Management, OR Other Specific EPM Location, Emailed, Printed, Attached to Existing Insurance Record (Primary and Secondary)
- Patient Photo: Via Scan Of Driver License
  - Saved In Doc. Management OR As Patient Picture In Chart
- Arrive The Patient To Their Appointment In EPM
  - Mark Appointment As Kept (Or Arrived, Or Client's Default Value)
- Create the Encounter
  - Supervisor Assignment for PA-C, NP
- Create the Chart
- Alert Staff Via Email, Paging, Printing
  - Scheduling System Will Reflect Patients Arrival
    - Check-In Notice, With Details Of Process
  - Patient Quit/ Abort
    - With Details Of Process, Including Last Screen Used
    - Scheduling System Will Reflect Failed Check-In (Client's Default Value)
- Instant staff alerts with uNotify

Client Directed Functionality:

- "Flag" Patients In EPM Who Should Not Check-In Based On Criteria Such As:
  - Appointment Type/ Event Type, Reason Code, Patient Status, Financial Class, Bankruptcy, Poor Credit, Mail Return, Etc.
- English, Spanish, Portuguese And German
- Targeted Messaging, Announcements, Reminders: All On Screen
  - No Ads, No 3rd Party Marketing
- Many screens have customizable wording
- Window Of Time That Is An "On Time" Check-In
- "Timeout" Countdown, To Warn A Patient Before The Check-In Quits
- The Payment Option(s) Available To Patient: Credit, Debit, Cash, Check
- Shutdown Time for the Device. Starts Up At 6am

Confirm/Update:

- Preferred Communication Method
- Preferred Pharmacy
- Notification Reminder Method
- Primary Care Provider
- Referring Provider

- Emergency Contact
- Employer
- Occupation

Reporting:

- Reporting Tools: # Of Check-Ins (Usage), Collections, Elapsed Time, Etc.
- End Of Day Reconciliation Report Automatically Created And Emailed To Staff

Printing:

- Receipt Printer At Device, For Patient:
    - Receipt Of Patient Payments (or can instead be emailed)
    - NextGen Patient Portal Login Information
    - Way Finding Directions (Where To Go After Successful Check-In)
- Device Can Connect To A Network Printer, Using The Printer's IP Address
    - Check-In Notice
    - Coupons, Labels, Forms
    - Crystal Reports
    - Settlement Report/ Reconciliation
    - Fee Ticket/ Charge Ticket/ Router/ Super Bill (NextGen/ Whiteplume/ Custom)
    - Patient Education Or Other Targeted Messaging