

Graybill Medical Group

California | NextGen® Healthcare

OTech Client Since 2017

Challenge:

A busy front office with a high volume of patients, Graybill Medical Group needed a solution that would lighten the workload on the front office staff and collect accurate patient data. OTech's specialty is customized software to match your preferences, so we quickly became the perfect complement to Graybill's workflow.

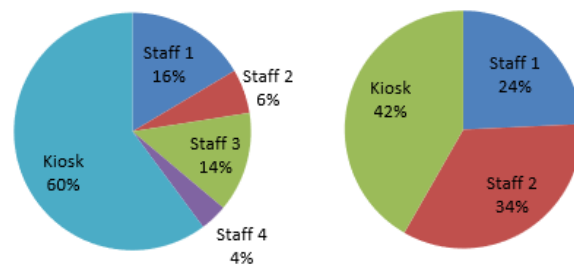
Solution:

Graybill Medical Group has implemented their new Kiosk Check-In process. Since the implementation they have created staff-buy in and successfully trained front office staff on the new workflow. The kiosk software has streamlined their check-in process while also collecting accurate patient data.

Results:

- Kiosks operating at a rate of more than one full time employee
- This project has created an anticipated cost savings of \$249,750 for the company
- ROI in months (not years) by reducing staff time and increasing patient satisfaction
- Within months of initial deployment, the check-in rates of a patient using the kiosk versus a receptionist was above 65%

Front Office Stats



"We had 164 patients check-in to our Fallbrook office and 116 successfully checked-in on the kiosk. That's roughly 70% of the patients that were seen that day making it our highest daily percentage. Amazing!!" - Office Manager