

CentroMed

Texas | NextGen® Healthcare

OTech Client Since 2016

Challenge:

With an average of 700+ patients seen per day, CentroMed was searching for a solution that would reduce their lengthy registration process and lighten the work load on front office staff who spent too much time on labor intensive forms and manually taking payments. OTech's specialty is customized software to match your preferences, so OTech quickly became the solution to some of the challenges that CentroMed was facing.

Solution:

CentroMed has implemented their new Kiosk Check-In process. Since the implementation they have considerably reduced their check-in time to under 3 minutes. Now that patients are able to make co-payments on the OTech devices, co-pay collections are currently at 95% or higher. Patients are able to electronically read, sign, and complete required questions and forms. Information and forms are also saved in real time in the NextGen system.

Results:

- Check-in time decreased from 15 minutes to under 3 minutes
- Co-pay collection increased to 95% or higher
- OTech devices are auto enrolling patients to sign up on the NextGen patient portal
- For calendar year 2017, all meaningful use requirements were achieved

