

## Family Care Partners

Florida | NextGen® Healthcare

OTech Client Since 2016

### Challenge:

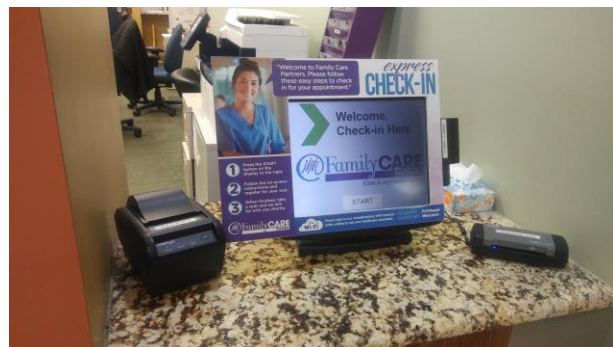
With 8 locations and over 50 providers, Family Care Partners is a busy office with a high volume of patients. They needed a solution to help manage costly front desk staffing at large centers. Other issues included collecting accurate patient data, forms completion, and payment collections. OTech's ability to customize their software to match their workflow and preferences helped to alleviate some of the issues at the front desk to create a more streamlined and cost-efficient process.

### Solution:

Family Care Partners now has their new Kiosk Check-In process. Since the implementation they have seen improvement in their front desk workflow and patient experience while also collecting accurate patient data.

### Results:

- 65% of check-ins now occur on the kiosk. This enables us to allow staff to focus on other valuable tasks.
- Required forms are ALWAYS prompted and filled out.
- Patient collections are consistent.
- The average check-in time per patient is under 3 minutes.



“We are thankful for the OTech Support Team who goes the extra mile with every question and situation. They have helped make the OTech product a solid name in our company.” - Family Care Partners’ Technology Department

