Streamlining Patient Self-Service Using Registration Kiosks

May 17, 2013
Welcome

• Thank you for choosing this session!
Who am I?

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  INTEGRIS Health
  Oklahoma City, Oklahoma

- 28+ Years at INTEGRIS
- 20+ Years in Patient Access
Who is INTEGRIS?

- Oklahoma’s Largest Health System
- Not-for-Profit
- We are:
  - Hospitals
  - Rehabilitation centers
  - Owned and Managed Physicians
  - Mental health (inpatient and outpatient)
  - Home health and Independent living centers
- Our mission is to improve the health of the people and communities we serve.
History of Patient Access

- Centralized, off-site Access Center created in February 2005 for the purpose of preregistration and insurance verification/precertification. Began with 8 FTE for our largest facility.

- In 2013, the Access Center has 45 FTE and supports five hospitals’ pre-service functions including pre-registration, precertification, verification/eligibility and scheduling as well as a centralized physician referral function.
Patient Centered Access Organization

- Hospital based access staff at each campus support emergency services, clinics, surgery centers, express registration and walk-in patients.
- Access division also includes Intake Transfer Center to assist with moving patients into our facilities both in-system and external
Why Kiosks?

• Express Registration
• Patient Satisfaction
• Staff extender
• Automated processes
Vendor Selection

• Reviewed many
• Selected partner to develop
• Design sessions critical
• Vendor with previous relationship/trust
Our Vendors (Major)

- Siemens Invision
- SCI Solutions
- DCS Global (including kiosk)
- Experian Search America
- TransUnion Clear Quote
- Patient Secure Palm Vein Scan
- Cerner Clinicals
- Mosaiq Cancer Treatment EMR
Considerations

• Major process flow changes
• Expense
• Interface development and support
• Suitable locations
  • Patient and staff accessibility
• Equipment types
• Can offer to patients but not require
Interface Transfer of Data is Critical

- ADT Information to kiosk solution
- Scheduling messages to kiosk solution
- Appropriate merging of the messages important
- Signed documents to imaging system
- Payment processing and routing of receipts
- Electronic copy of documents to patient
Process Flow – High Level

- Patient scheduled or pre-registered for services
- ADT/Scheduling info flows to Kiosk
- Patient checks in at kiosk with ID or data entry
Patient reviews demographics and signs documents

Documents flow to imaging with appropriate signatures and time stamps

Payments processed with appropriate documents to imaging
Documents emailed to patient on demand

Account upgraded from pre-registration to active automatically

Documents and armbands print as designed
Process Flow continued

Survey presented to patient via kiosk

Patient directed or escorted to appropriate treatment location
A few pictures....
Logistics/Decisions

- Where should they be? Location…Location
- Who can use them? Scheduled vs. Walk In
- What information can patient access and update?
- How do you want payments to process?
- What type of device? Tablet, Upright, Desktop
- Peripherals? Scanners, Readers, Signature Pens
Our Challenges - Technical

• IT Security/Wiring
• Device Set up
• Oklahoma Drivers’ License “unique”
• Touch screens/pens/signature blocks
Our challenges - Organizational

- Staff concerns
- Leadership concerns
- Kiosk placement
  - Public vs secured?
- Visibility
Timeline

• First hospital usage in November 2009
• Now have 9 kiosks at 4 locations
• Next area of focus is walk-in ER patients
• Would like to explore tablet/ipad kiosk
Staff comments

- Patients love them!
- They make my job easier
- They are FAST
- Patients like that they can do it themselves
Process Re-engineering – The Good Stuff

- Patient visibility of demographic information is a plus
- Patients/guarantors more likely to pay on kiosk
- Quicker (average time less than 2 minutes)
- More functionality that we have yet to deploy
- Helps us maintain FTE utilization even with increased volumes
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Calculating ROI

• Printed documents/forms saved
• Paper, Toner, Printing charges
• Privacy Practices provided vs email option
• POS Collections vs Potential
Questions?
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