Managing Your Practice:

5 MISSION CRITICAL PROCESSES YOU SHOULD BE AUTOMATING

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As a medical practitioner, you know the challenges of managing a medical practice while also providing excellent patient care.

Staying on top of administrative tasks, managing staff and resources, and adhering to industry regulations are all essential components of running a successful practice. But many of these responsibilities can be time-consuming and, at times, tedious burdensome, putting a strain on physicians, their staff and even the patient.

Fortunately, automation can help streamline many of these processes so that you and your staff have more time to focus on patient needs rather than paperwork. But how do you know which processes to automate? This guide takes you through five mission critical processes that should be automated for optimal efficiency and productivity.

Challenges of Daily Practice Management

Managing a medical practice is a complex undertaking. You must stay organized, adhere to industry regulations and guidelines, and implement effective patient care protocols. You must manage staff and resources while balancing day-to-day administrative tasks such as scheduling appointments, billing patients, ordering supplies, and filing insurance claims.

But the old way of managing these tasks — paper-based systems, manual filing and data entry, and inefficient scheduling processes — can slow down your practice and add unnecessary stress to your workday. Automation can help you reduce this burden so that you can spend more time focusing on what matters most: delivering quality patient care.

What Do Patients Want Anyway?

While some may believe that patients want things the way they've always been, studies show the opposite is true. A survey of more than 2,000 U.S. adults found a convenient and technology-driven healthcare experience can tremendously improve patient satisfaction, with roughly 4 in 5 Americans[1] claiming that being able to schedule appointments online would make the scheduling process much more manageable. More than 75% of those surveyed said they wanted the ability to use technology when managing their healthcare experience.

Patients have recognized the value that automation and technology can bring to the medical practice, so it's important for your practice to keep up with their expectations. This will not only keep current patients happy but will help increase new patient growth. In fact, patients between ages 18 and 34[2] are nearly twice as likely to select a facility with digital access tools such as appointment check-in, online appointment booking, price transparency, online bill-pay, and online provider communication.

By automating your most critical processes, you can provide patients with the convenience they are looking for while also freeing up time so that you can give them the care and attention they deserve.

So, what are the five mission-critical processes you should be automating to stay ahead of the curve?

Let's dive in.

Managing Intake Forms, Consent Forms & Appointment Check-ins

The first step to automation is moving your intake forms, consent forms, and appointment check-ins online. By making these tasks digital and streamlining them into a single process, you eliminate the need for paper copies, manual data entry and filing – saving valuable time while simultaneously reducing operational costs. These forms can include:

- Patient demographics
- Emergency contact info
- Medical history and conditions
- Insurance information
- Payment information
- HIPAA consent forms

Digital versions of these forms should be given to patients prior to their appointment so that they can be completed before the patient even steps into your office. You can also automate reminders before the appointment to be sure forms are completed on time. This will ensure that you have accurate and timely data which can be used to make informed decisions and improve the overall patient experience.

Digital forms can be delivered via text, email, or even a mobile app. The automated system can then collect and store the data in your EHR database for quick access.

CHECKING-IN WITH EASE

Once you move your check-in forms online, you can streamline the appointment process by allowing patients to check-in to their appointment from a mobile device. This eliminates long wait-times and helps keep your office running smoothly.

Electronic check-ins also allow for more accurate patient information entry and tracking. The check-in process typically involves the front-desk associate asking a few basic questions to verify the patient's information, such as name, address, and date of birth. By automating the check-in process, you make it easier – and faster – for everyone involved, vastly improving patient satisfaction.

Digital check-ins make it possible to validate patient information ahead of a healthcare appointment. This not only saves time but can help prevent errors in the data entry process. For patients without access to mobile devices, you can leverage a self-service check-in kiosk, such as a tablet, at the front desk which helps automate the process, allowing patients to check-in to their appointments safely and securely as soon as they arrive.

THE VALUE PROVIDED THROUGH AUTOMATED FORMS & PROCESSES

Automating forms and processes in your medical practice helps to improve the patient experience and is key to staying competitive in today's healthcare market. It also allows you to focus on what matters most – delivering the highest quality of care to your patients. By providing a streamlined and efficient process, patients are more likely to keep coming back for their healthcare needs.

Automation provides access to the most up-to-date health records and makes communicating with providers easier, increasing the accuracy of medical information and creating improved patient experiences and outcomes. It protects patient information, strengthening data security and streamlining auditing and accounting processes. Overall, automation delivers a smoother patient experience at every level.

You can also provide more rapid insurance reimbursements due to efficient and transparent recordkeeping, which is a win for all involved.

Protecting Patient Charts & Data

In addition to providing a better patient experience, automation helps protect patient information and improves the charting process.

When your practice goes digital, you can easily password-protect files and implement data security measures to keep the information safe and secure. Patient records are often confidential and vulnerable to hackers, so it's essential that all data is adequately secured and compliant with HIPAA guidelines.

Information typically found in a patient chart can include:

- Date of birth
- Social security number
- Insurance information
- Medical history
- Diagnoses and treatments

By automating your chart procedures, you can ensure patient data is securely stored on a secure server, safeguarding it from theft or misuse.

Automated processes help ensure all patient information is accurate, up-to-date, secure, and easily accessible. Automating the recordkeeping process can also help reduce the risk of human error – once patient data has been entered and stored securely in a central database, multiple healthcare providers can access the data as needed without having to enter it anew with every healthcare appointment. This reduces the amount of time spent entering and searching for information, allowing you to focus on treating patients instead of managing health records.

HOW ADVANCEDMD CAN HELP

Our electronic medical records software is as specialized as your practice and providers. We offer customized templates to fit your specialty, workflow, and charting preferences. It's a faster, simpler way to capture patient data.

The AdvancedMD is a cloud-based platform, hosted on Amazon Web Services (AWS), making it easy, fast and secure to access patient data whenever and wherever so that patient care is never compromised or disrupted.

With AdvancedMD, medical admin staff have secure access to:

- eRx
- Afterhours telemedicine
- Patient medication and health histories
- Remote charting

IMPROVING THE PATIENT EXPERIENCE WITH PATIENT CARDS

Patient Cards, an exclusive AdvancedMD user interface feature, provide a better patient experience, especially in a multi-provider practice where access to transparent information is crucial to delivering integrated treatment programs. By automating access to patient information, Patient Cards enable doctors to ensure patients remain on their recommended treatment plan without starting from scratch with every patient appointment.

Patient Cards improve productivity by compartmentalizing data into "mini windows," making it easier to access and navigate data. They give healthcare providers a view into patient history, pertinent health information, lab results, notes, plans, and orders.

With customizable permission controls that let you define who has access to patient information, AdvancedMD Patient Cards provide elevated patient-privacy. The flexibility of customization makes the feature especially effective because it can be designed to fit your practice's workflow processes.

Making Patient Messaging Easy & Effective

As a healthcare provider, you often need to deliver important messages to patients quickly. By automating appointment reminders, follow-up care instructions, and educational information on topics relevant to a patient's condition, you ensure your patient communications are delivered on time and on message.

One of the main issues facing primary healthcare in the United States is patient no-shows. Amounting anywhere from 5.5% to 50%[3], missed healthcare appointments are detrimental to the patient's health and the continuity of care. Missed appointments also negatively impact the medical practice's revenue earnings and financial outcomes.

An automated messaging system helps avoid missed appointments, reminding patients of their appointment date and time and providing helpful information, such as parking instructions or office regulations. The same automated system will ensure your patients receive the latest updates on their care, making it easier for them to take an active role in their health.

The AdvancedMD automated messaging capabilities are efficient and secure, ensuring your patient's data is never compromised. This helps improve communication between you and your patients, making it easier for you to give them the best possible care.
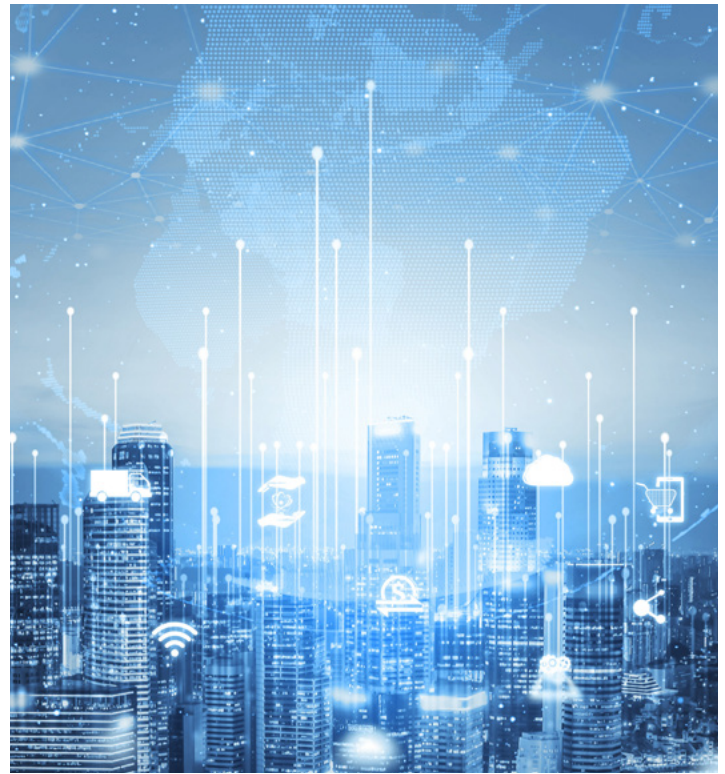
Filing Claims with a Click of a Button

Filing claims is one of the most tedious and time-consuming processes for health providers. It's often a lengthy and complicated process, one that can easily become overwhelming if done manually. Part of this is due to dual data entry, which is when information is entered into both the EHR platform and a separate billing system.

AdvancedMD offers a unified billing system that streamlines this process and eliminates dual data entry, saving countless hours of admin time. Because charges are automatically populated by clinical staff members, the workflow becomes much more efficient, resulting in fewer errors and accelerated collection times.

Our claims filing feature allows you to submit claims quickly and confidently, knowing they will be processed accurately and efficiently — all with a click of a button. Financial and insurance teams get the data they need to make sound decisions and your team spends less time processing claims — all while keeping patient information confidential and safe.

The billing system even reduces the time it takes to handle rejections, giving you more control over the filing process and enabling you to resolve issues quickly and easily. And since AdvancedMD is cloud-based within AWS, your data is always secure and up-to-date.

Improving Patient Billing
for All Parties

Getting paid for your services is essential to any medical practice's success. AdvancedMD helps streamline this process through its integrated payments feature, allowing patients to make payments online or in person quickly and confidently.

The system also helps reduce billing disputes by making it easier for providers to track payments and accurately document transactions — all while keeping confidential patient information safe. Plus, it provides real-time financial updates so you can quickly and easily identify any payment discrepancies or errors.

The AdvancedMD automated payment features also help reduce the time it takes to receive funds from insurance payors and third-party providers, making account receivable processes easier to manage. This helps you stay organized and focused on providing the best possible care to your patients while driving substantial revenue gains.

BRINGING AUTOMATION TO ELECTRONIC REMITTANCE ADVICE PROCEDURES

When collecting payments from insurance payors and third-party providers, Electronic Remittance Advice (ERA) is an essential part of the process. It provides crucial details on how reimbursements are calculated and helps ensure your practice receives full payment for its services.

The AdvancedMD ERA feature allows healthcare providers to easily manage their payments with automated remittance advice procedures. This helps you quickly identify any discrepancies between payments received and services rendered, allowing you to take immediate corrective action when necessary. It also helps streamline your accounts receivable process, reducing the amount of paperwork your administrative staff is required to manage and making communications among patients, office staff, and payors more efficient.

THE PERKS OF AUTOMATION: AN IMPROVED PROCESS FOR EVERYONE

Automation is highly beneficial for patients, physicians, office staff and everyone involved in the business of healthcare. It saves time, costs, and can significantly improve workflow processes. With AdvancedMD, you can quickly and easily process claims and payments, freeing up resources to focus on providing exceptional care. Plus, our system automates the data entry process, so there is less chance of administrative errors or lost patient information. This helps reduce costs associated with billing disputes and increases your practice's overall efficiency while improving patient satisfaction.

With the AdvancedMD Donut Dashboard, a customizable dashboard that compartmentalizes all your major to-do items and offers elevated visibility into patient records and automated alerts for incomplete tasks, you and your staff become immediately more productive. The added automation features offer an extra layer of accountability and flexibility.

It is undeniable, automation drives better business outcomes and positively impacts revenue. According to research from Deloitte, organizations that implement automation are projected to achieve average cost reductions of 31% by 2024[4]. Because automation reduces time spent on tedious tasks, your staff is free to perform more high-value work that makes your practice more productive and efficient. It enables healthcare providers to spend more time on valuable work as well, giving patients the highest quality of care and making sure they adhere to their treatment plans.

Ultimately, automation is a win-win for healthcare providers and their patients. The innovative technology that powers the AdvancedMD platform helps you leverage the power of automation so that your practice can operate more efficiently while providing quality care to those who need it most.

Get Started Now

You have the power to take your practice to the next level with automation and AdvancedMD is here to help. Our automation solutions can make running a medical practice easier so that you can focus on what matters most, providing exceptional care for patients. Get in touch with us today and start your journey towards building a more efficient and financially stable practice.

advancedmd.com/live-demo

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