

Phreesia and UCSF working together: A unique platform to successfully deliver expedited care



In 2010, the University of California, San Francisco, worked with Phreesia to expedite patient care in the ambulatory care setting. UCSF's Screening & Acute Care Clinic (SACC) implemented Phreesia's solution to administer condition-specific modules to patients presenting with particular chief complaints. Uncomplicated urinary tract infection (UTI) was selected as the launch program condition.

With its distinctive, one-to-one patient engagement platform, the Phreesia solution is uniquely qualified to enable expedited patient care, helping patients get treated faster and generating significant improvements in workflow efficiency. UCSF is expanding its usage of the solution to include additional tools and screenings to further enhance patient care.

Key Findings

- * Phreesia is a proven platform for delivering expedited patient care at UCSF. During a 6-month period, 76 women visiting the urgent care clinic with suspected UTI completed an expedited care module which allowed them to be treated immediately rather than waiting for an appointment (which could be up to several hours). This represented almost half (43%) of women seeking care for suspected UTI
- * Phreesia generates efficiencies in UCSF's workflow, streamlining the check-in process for patients and saving office staff significant time
- * Phreesia is helping UCSF improve clinical care documentation, particularly in the comprehensiveness of past medical history, social history and review of systems categories. Of the 7,500 visits to the urgent care clinic over the six-month period, approximately 67% used the Phreesia check-in system
- * Phreesia helps UCSF reduce patient wait times, allowing clinicians to see more patients and focus on more complex cases

What is Phreesia?

Phreesia streamlines operations at medical practices by automating the patient check-in process. Currently used by thousands of clinicians in all 50 states, Phreesia replaces the traditional clipboard with a self-service wireless, touchscreen kiosk—the PhreesiaPad. This, together with the Phreesia software, collects and updates critical patient information, automatically verifies patient insurance and collects payments during check-in. Moreover, Phreesia is HIPAA-compliant and captures electronic signatures on all required consent forms. The technology integrates with existing practice management and electronic health record systems, creating a seamless experience with numerous benefits for practices and patients alike.

With Phreesia's unique capability of engaging easily and directly with patients just before they see their physician, Phreesia is the optimal platform for delivering expedited care. As such, many clinicians have utilized the solution to administer validated clinical risk assessment scales to screen for and assess the severity of medical conditions, such as urinary problems, postpartum depression and autism. Phreesia identifies patients who qualify for

scales, electronically administers and assesses the scales, and communicates the final results to the physician via the Phreesia Patient Report. This process more actively engages patients in their own healthcare, maximizes efficiencies for office staff and clinicians, and improves overall quality of care.

Expedited Patient Care

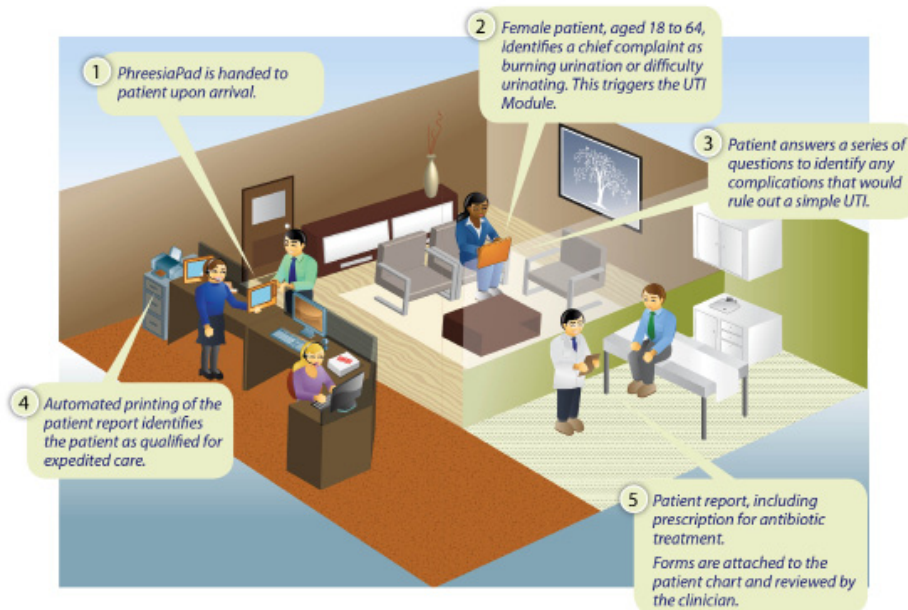
UCSF and Phreesia initially collaborated to administer the UTI module on a platform that was both comfortable and secure for patients. Those women identified through the module as having simple UTI qualify for fast-track care. This fast track means that diagnosed patients no longer have to wait for a physician appointment; instead, they have a brief consultation with the next available provider, who will prescribe the appropriate antibiotic based on the information patients provided to the module.

This prototype for administering expedited care offers numerous benefits for both patients and clinicians. SACC sees high patient satisfaction rates—74% of patients say Phreesia is easy to use, and 72% prefer it to paper forms—in part due to diminished individual wait times. Moreover, the fast-track method frees up time for clinicians to see more patients and focus on more complex patient cases.

“ Says Dr. Ralph Gonzales, UCSF Professor of Medicine, Epidemiology and Biostatistics, “We [UCSF] aim to revolutionize the delivery of healthcare in acute care and primary care settings. Electronic check-in systems provide an ideal platform for increasing the value and quality of the healthcare visit for patients, while also improving efficiency and clinical decision-making for the provider.”

Streamlined Check-in

Prior to launching Phreesia, SACC used paper forms and clipboards for patient check-in. All patients are required to fill out and sign a financial waiver, a HIPAA agreement, and terms and conditions forms. All documents were in triplicate, leaving office staff with stacks of paper to manage each day. Moreover, the clinic attempted to verify patients’ insurance before their office visit—an arduous manual process in which staff had to check eligibility on various websites, accounting for roughly 10 minutes of work per patient.



Phreesia automates all of SACC’s patient registration forms. The PhreesiaPad collects patients’ demographic and clinical information, as well as electronic signatures on all required office forms. Phreesia then automatically verifies patients’ eligibility and benefits, and flags all patients with inactive insurance. This feature eliminates hours of work for staff each week.

SACC has also benefited from a significant increase in the quality of patient data since implementing Phreesia. Due to patients’ illegible handwriting, the clinic regularly collected inaccurate and incomplete patient information, requiring office staff to make follow-up calls to confirm information. With Phreesia, data is now legible and easily accessible by staff, and patient information is securely stored. In addition, returning patients need only review previously entered past medical history and edit as necessary.

“SACC Administrative Supervisor Silvia Vanegas states, “The best thing about electronic patient check-in is the way it has automated our insurance verification process and the way it has improved the accuracy of the data we input for our patients. Everything is neat, clear and all in one place.”

Improved Clinical Care Documentation

The clinic has also seen improvements in clinical care documentation. While checking in on the PhreesiaPad, patients self-document their chief complaint, past medical history, drug allergies, smoking status and other standard pieces of a complete medical history. SACC also utilizes Phreesia to document a complete review of systems. Patient responses then print out as part of the Phreesia Patient Report, which the physician reviews and submits for billing purposes. This information can be electronically transferred in clinics with electronic health records.

Improved clinical care documentation also helps ensure that the UTI module is administered to all applicable patients. Prior to implementing Phreesia, busy front-desk staff had to identify patients eligible for the UTI module by asking all women their age and if they were experiencing difficulty urinating, painful urination or frequent urination. Qualified patients would fill out all signature forms by hand, and were then directed to the standing kiosk near the front desk to participate in the expedited UTI module. Phreesia automates this selection process by triggering the UTI module off of patients' answers to demographic and clinical questions. This saves time for the clinic, removes the burden from office staff and affords patients a greater degree of privacy.

Key Medical History Components Collected via Phreesia at SACC

- * Chief Complaint
- * Past Medical History
- * Drug Allergies
- * Social History
 - » Smoking
 - » Alcohol Use
 - » Recreational Drugs
- * Women's Health
 - » Last Menstrual Period
 - » Pregnancy History
 - » Breastfeeding Status
- * Review of Systems

Beyond UTI

Based on the results it has seen with expedited patient care and streamlined workflow, UCSF is using Phreesia to implement additional clinical modules. Currently, SACC uses Phreesia to give women the option of receiving their annual Chlamydia screen test with a urine-based specimen during their visit. The screening identifies women who are at increased risk of complications from untreated Chlamydia infection, and educates them about the symptoms and outcomes of untreated infection. If the patient agrees to be tested, Phreesia prints out step-by-step instructions on how to obtain a proper urine sample for the test. Additionally, UCSF is validating a sinusitis module triggered by patients presenting with sinus congestions or sinus pain, with the aim of identifying those who need antibiotic treatment for uncomplicated acute bacterial sinusitis.

UCSF also utilizes Phreesia to identify and engage light smokers. During a six-month period, 559 smokers were identified, of whom 135 were interested in quitting. For those patients, Phreesia prints a list of smoking cessation resources. As this information is part of the Phreesia Patient Report that the physician reviews, it serves to facilitate meaningful patient-clinician dialogue on smoking cessation. The module also documents current tobacco use in order to offer counseling, treatment and clinical trial options for patients interested in quitting.

Patient Evaluation of Phreesia

Prefer Phreesia to clipboard/forms



Easy to use



Easy to understand



Data pulled from 600,000 patient survey respondents in 2011.

About Phreesia

Phreesia, the patient check-in company, streamlines the patient check-in process, helping medical practices increase cash flow and save staff time. With its wireless, touchscreen PhreesiaPad, the solution allows medical practices to collect patient information effortlessly, electronically verify insurance, and collect payments both at the point of care and outside of the office. Phreesia delivers fully interactive content direct to patients, and is designed to interface with clinicians' existing and future technology. It is committed to enhancing the patient experience and enabling clinicians to stay at the forefront of patient care. For more information, visit www.phreesia.com.

About SACC

The UCSF Screening and Acute Care Clinic (SACC) is one of the few remaining acute care clinics in San Francisco. The clinic operates on a same-day, walk-in appointment basis for adults 18 and older. Patients can be evaluated for urgent medical problems that need same-day evaluation.

SACC is part of the UCSF Medical Center, one of the top-10 hospitals in the nation, according to the annual ranking by *U.S. News & World Report*. As an academic medical center, UCSF Medical Center is a world leader in research that leads to medical breakthroughs, new technology and the highest quality care.