

Phreesia: A holistic approach to improving care at one of the nation's largest community health centers

Practice Profile

West End Medical Centers (WEMC) is a 501c(3), not-for-profit, federally qualified community health center. Serving more than 26,000 patients and generating more than 55,000 patient visits annually, WEMC offers adult medicine, pediatrics, OB/GYN and dental services to the medically underserved and at-risk populations in the West End and Greater Atlanta areas. WEMC's goal is to provide the highest quality comprehensive healthcare that is culturally and linguistically appropriate, accessible and affordable—with specific focus on prevention, early diagnosis and treatment. Phreesia is an integral part of WEMC's efforts to achieve its goal, having helped the organization streamline and centralize patient intake, simplify and accelerate the check-in process for patients, and improve clinical care through patient scales and surveys.

Phreesia is operational in three of WEMC's five locations, including its main center and corporate headquarters. WEMC has checked in over 8,200 patients with Phreesia, since implementing the solution in June 2010.

Key Findings

By improving patient intake procedures and clinical data collection, Phreesia has strengthened WEMC's practice to the benefit of its administrators, its patients and its medical providers. Phreesia's multifaceted improvements in WEMC's workflow allow the practice to achieve its primary objectives in patient care. Reflecting on Phreesia's comprehensive results at WEMC, Risk and Medical Records Manager Mrs. Eathel Lewis says, **"Phreesia is easy, fast and simple. It's very easy to train staff. I would most certainly recommend Phreesia to practices of all sizes."**

Phreesia streamlines patient check-in

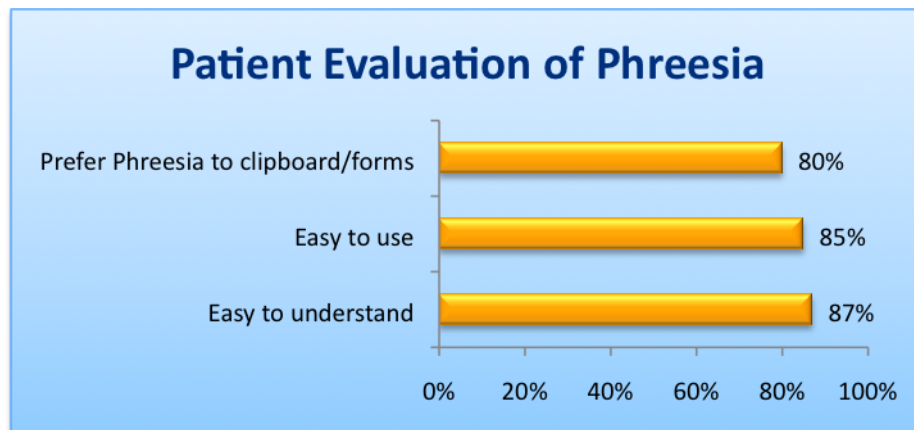
WEMC is one of the largest community health systems in the country, with multiple check-in locations and a complex workflow. Aside from sheer volume of patient intake, WEMC's administrative staff struggled with illegible and inaccurate patient data, maintaining separate check-in forms for different patients, decentralized patient information, and a cumbersome billing and insurance verification process.

Phreesia helped WEMC overcome these obstacles and streamline its patient intake process, eliminating hours of tedious and inefficient administrative work.

- Patients enter their information electronically on the PhreesiaPad, which has **significantly improved data quality**. Returning patients do not have to re-enter their information—they can quickly verify and modify their electronic information on file.
- Patients answer all necessary intake questions on the PhreesiaPad; they are shown relevant questions based on their age, gender and reason for visit. **Phreesia has eliminated five paper forms per patient.**
- All patient information is stored electronically; staff can now view patient information from any WEMC location.
- Phreesia fully automates the eligibility and benefits verification process in real time, **eliminating hours of manual work** required to check patient coverage and co-pays.

Phreesia is accessible and easy to use

WEMC caters to a very diverse population, including patients who are low income and/or Spanish-speaking. The practice utilizes Phreesia’s Spanish capabilities to present patient interviews and check-in forms in Spanish, and to translate patient reports into English for clinicians. Most WEMC patients indicate that the PhreesiaPad is easy to use and understand, and most prefer it to paper intake forms.



Phreesia helps doctors provide better care

WEMC sees many medically at-risk patients, many of whom do not have the financial or physical resources to obtain health-related content from other sources.

- Phreesia can incorporate comprehensive clinical scales and surveys into its patient interviews, allowing clinicians to more accurately assess patients’ conditions, and focus on prevention, early diagnosis and appropriate care.
- Patients have the opportunity to view relevant educational messaging—from leading healthcare companies and prominent medical institutions—on the PhreesiaPad, prior to being seen by their clinician.
- In a survey of WEMC patients, **82% of patients say that using Phreesia helped increase their focus on their visit.**