

Center City Pediatrics Multi-site pediatrics group improves wait times, enhances staff efficiency and boosts collections

 8 providers

 Results after a 3-month utilization project

In early 2017, Center City Pediatrics, a busy, two-location practice headquartered in Philadelphia, was reconsidering its Phreesia partnership. Since implementation three years earlier, the practice's use of Phreesia had steadily declined. Collection rates were decreasing and the patient intake experience was not where the practice wanted it to be.

In response, Phreesia's implementation team visited the practice and evaluated its needs and processes. The team launched a project to redesign intake workflows, help Center City redefine staff roles and expectations, and explain how to leverage Phreesia's Analytics reports to measure staff performance and track goals.

The practice saw immediate and sustained results, including a jump in its Phreesia check-in rate (Pad and Mobile) from 35% to 90% and substantial increases in both copay and balance collection rates. Encouraged by these successes, Center City Pediatrics expanded its use of Phreesia to a new location and upgraded to Pad 5, the latest version of the PhreesiaPad.

"Using both PhreesiaPads and Mobile has made our check-in process extremely quick and efficient, and our patients love it! At the same time, it has dramatically improved our time-of-visit collections, since patients can just process payments themselves. More money and higher efficiency makes everyone happy!" says David Barnett, Practice Administrator.

Key Results



55%
increase in full patient registration



42%
increase in PhreesiaPad collections



27%
increase in Mobile collections

OPTIMIZATION BEST PRACTICES

Set a check-in goal within a specified timeframe

Customize workflows for each appointment type

Increase patient awareness with easy-to-understand materials

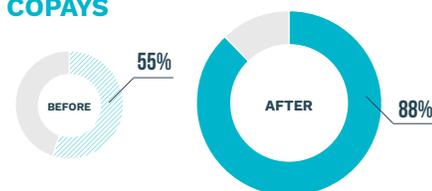
Leverage analytics to track performance

Regularly update staff on progress toward meeting defined goals

Increased Payments

Percentage of patients paying at time of service

COPAYS



BALANCES

