



RT Welter
& Associates, Inc.

Ideas. Experience. Solutions.
The Medical Business Advantage.

Healthcare Experts



Clinic Efficiency for Same Day Insertions

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Walk the Current Walk

- What is your current workflow (patient check in to check out)?
- What are your current gaps, inefficiencies and pitfalls?
- Are you staffed appropriately?
- Is your staff properly trained?
- Are job descriptions in place?





It's All About the Patient Flow!

(to maximize productivity and cash flow!)

1. Check-in / Registration:

- ✓ Have patient complete all registration forms, including providing insurance
- ✓ Make copies of/scan insurance cards
- ✓ Collect Copay / Balances on Account
- ✓ **Verify patients eligibility and benefits – you must do this for every patient visit to ensure your clinic/provider will be paid for the services provided**
 - ✓ Most practice management systems will do this for you electronically
 - ✓ New patients will need to be verified on the fly
 - ✓ Established patients can be done electronically, by phone, by internet



Patient Flow
Optimization



It's All About the Patient Flow!



2. Patient Intake:

Medical Assistants (MA) should be utilized for patient flow – rooming patients, getting problem lists and histories, preparing rooms, blood draws, basic tests, set up of procedures, patient education, etc.

- A “billing provider” should never perform these services

Proper MA staffing will allow providers to see more patients, thus generating more revenue.

MA's should be on the move all day long, bouncing from room to room and assisting providers with each visit and facilitating the daily flow.

MA's are also responsible for discharging patients and coordinating “next steps”.



It's All About the Patient Flow!

3. Provider Visits

Providers (NP/PA/RN/Physician) should be able to focus on the reason for the visit the moment they walk into the exam room; with most information already documented by the MA.

Basic/preliminary discussion regarding LARC options should be presented by MA. This will allow the patient (and provider) to focus quickly on the type of treatment desired.

The patient will give an indication on what LARC they are leaning towards – this prepares the MA for possible next steps (i.e. same day insertion)



It's All About the Patient Flow!

4. Same Day Insertions



Staff must contact the patient's insurance to obtain authorization to conduct a same-day insertion.

This can be done by front desk when verifying benefits initially – one call → Efficient!

Many commercial payers will not give authorization that quickly. If you cannot get an authorization, the patient will need to return for another visit. Failure to obtain authorization will result in non-payment of services!

You must keep adequate stock of supplies and contraception to allow for same day insertions.



It's All About the Patient Flow!

Exam Room vs. Procedure Room vs. Counseling Room

Having different rooms for different services will help with patient flow and maximizing patient volume



If a patient needs to wait (procedure set up, insurance authorization, etc) – they should be moved out of a standard exam room where more patients can be seen.

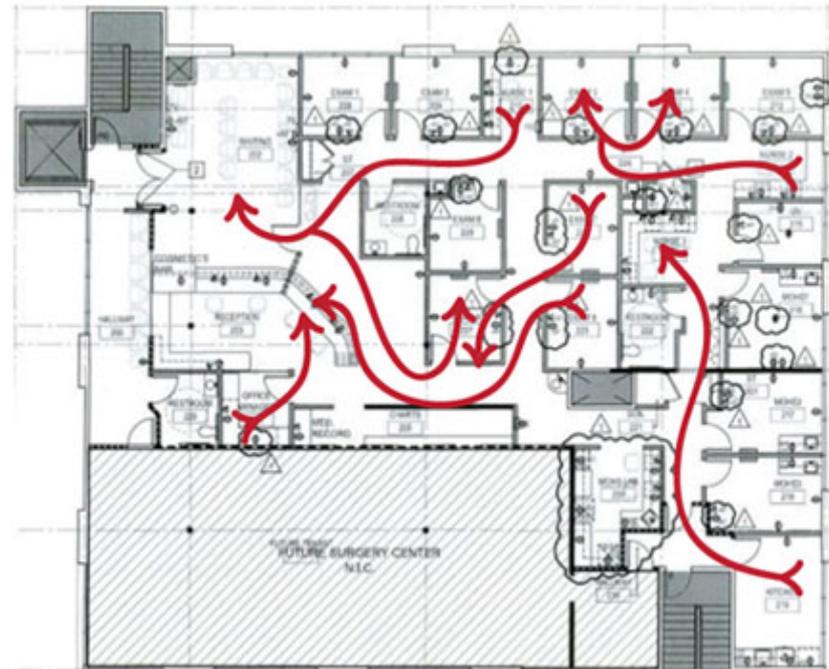


Counting Steps

Efficiency is Everything!

Actually count the steps::

- From supply to patient
- From one room to another





Work to the Highest Level of Competency and Licensure...

Nurse Practitioners, Physician Assistants and Physicians should NOT provide nurse-level patient visits – routine follow ups, counseling, etc.

NP/PA/RN/Physicians need to focus on visits that generate the most revenue – new patients, procedures, complications, etc.

Medical Assistants should support the Providers with patient intake, flow and discharge

– Will allow for more patient visits during the day



Thanks for Coming!

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