Patient On-line Registration

The Problem

BIDMC patients were mostly limited to the telephone to provide updates to their registration information.

- The existing registration model was confined to business hours and weekday access
- Web based access wasn't available for patients to use
- There was no convenient way outside of a phone call to update insurance information

Aim/Goal

The goal was to facilitate patient convenience, reduce call volume and wait time both on the phone and at the time of scheduling and check-in. Implementing a web based application with increased flexibility and expediency would lead to a more patient centered approach and improved patient satisfaction.

The Team

The Team : Beth O'Toole – Senior Director Revenue Cycle Operations, Elekcia Pimentel – Project Lead, Kristen McKenney – Director Patient Access Services, Charles Messinger – Training & QA Manager, Amy Goldman – Director Ambulatory Systems & Training, Charmaine Massey – Education and Systems Specialist

Project Sponsors: Jayne Sheehan - SVP Ambulatory/Emergency Services, Steve Fischer – SVP, CFO

IS Partners: Lawrence Markson – Vice President – Clinical Information Systems, Caryn Franklin – Manager Information Systems, Paul Panza – IS Application Developer, Margaret Jeddry – IS Applications Analyst, Qiang Wang - Manager of IS Web Services

The Interventions

- Form a multi-disciplinary team to map the breadth and the approach of the project, and present to sponsors for feedback and implementation approval
- Organize the current registration flow in such a way as to make it easy to use for the patients online
- Identify and categorize all fields, registration, insurance, payers, and all possible entries
- Link to real time eligibility and create a patient friendly display
- Create workflows for exceptions
- Seek and incorporate feedback
- Build a secure patient friendly application that would interface with our internal system
- Collaborate with Patient Site team to implement and promote patient usage through coordinated communications and reminders

The Results/Progress to Date

- The data collected over the 1st five months show:
- Over 10,000 online updates have been completed since implementation
- Registration call volume indicates a downward trend since implementation*
- Almost 75% of registrations updated on-line occurred without manual intervention
- Manual corrections are higher than expected but a review identified accurate entries were flagged for review because system and payer related limitations
- Usage is tied to patient communication and reminders

* January spike reflects higher number of insurance changes that occur in the first month of the year (open enrollment)

Call Volume

Successful Registration Updates
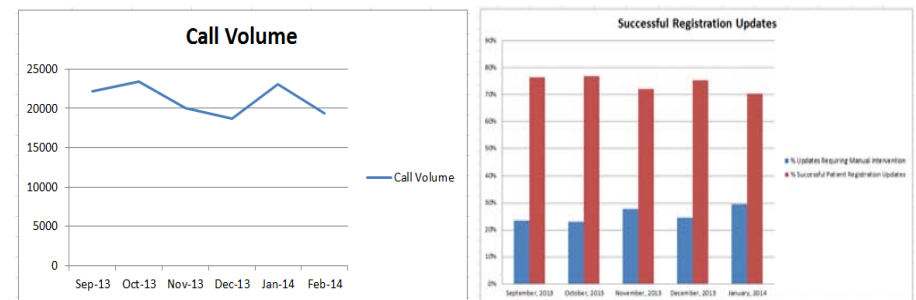
Lessons Learned

- Patient notifications and registration reminders need to be tied to expired registrations and upcoming scheduled appointments
- The final straight forward design was the result of input from various perspectives, technical, personal, and professional experience
- Medicare patients represented a higher than expected percentage of the on-line registrations
- Percentage of registrations updated requiring interventions is tied to the integration with companion systems

Next Steps/What Should Happen Next

The actions that the Team will be taking:

- Improve the integration of inside and outside companion systems to reduce the number updates requiring manual intervention or review
- Track metrics related to patient satisfaction, i.e. continued reduction in call volume, wait times, and check in registrations
- Generate patient registration reminders by targeting expired registrations and upcoming appointments
- Set up automatic notification reminders based on open enrollment dates
- Begin Phase II and roll out for use by patients in clinics

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