Patient Access

The new key to success in healthcare

Presented by STB Technologies

Facts Relevant to Patient Access

- It takes 32 days for a patient to get a new appointment.
- 68% of calls for appointments are transferred.
- 33% of physicians' schedules are without appointments.
- The average wait time for a patient on the phone is 8+ minutes.
- If patient speaks a foreign language, the wait time is much longer.
- There is no call back system. (If you do not want to wait we will call your number back).

About STB Technologies

- STB has been in business since 2007. Initially in the insurance adjudication space and subsequently in the RCM and Patient Access (PA) space.
- STB has worked with medium sized to large multidisciplinary groups on both RCM and PA.
- STB is a small (143 employees) agile company with an excellent company culture at its core.
- STB three key refrains are "Customer First", "Knowledge First" and "Service First".
- STB has deep knowledge in Patient Interactions, RCM, Prior Authorizations and Eligibility, and Medical Records Review.

Patient Access (PA)

- PA is vastly improving the patient experience, simplifying access, and helping online transition while maintaining data input integrity - *yes lot of things!*

- PA is ensuring a high call to appointment ratio.

- PA is ensuring low referral leakage.

- PA is ensuring that the agent is the "source of truth" for the patient.

- PA is ensuring that the agent has a 360 degree view of the specialists and their needs *(you need to come with someone who can drive you home…etc.)*

Ideal Patient Access...a Definition

- PA is the most convenient geographic location for the patient; a sense of urgency; the right clinician for the condition; referral management; and insurance criteria and availability.

- PA, at its best, finds the right clinician in the network and matches the patient to the right resource, given insurance and network constraints.

- PA uses the right software and access protocols into EPIC or other hospital ERP systems

- PA uses an integrated call center where all agents are cross trained

STB's PA Solution

- Provide 50 PA agents - 40 English, 5 Spanish, 1 French, 1 Russian, 1 Hindi (India, Pakistan), 1 Urdhu (Pakistan, Afghanistan), 1 Bengali (Bangladesh). These agents would be based in India (managed by a India based leadership team of 5) and would be supervised by a Kentucky based team of 3 experienced agents as oversight, back up, QC, and call barging for metrics and training.

- Use of Kyruus software as the backbone of the PA system. Can work with others, such as nThrive and Adreima as well. (Worked with Adreima in the past.)

- Use of state-of-the-art Verizon telephony hardware and dedicated radio cell tower for connectivity

STB Deliverables

- Eligibility / Information Verification
- Advocacy – Federal Poverty Guidelines / Financial Assistance Enrollment
- Enrollment
- Patient Triage
- POS Collection / Payment Plan/ Current Dues
- Scheduling
- Rich provider profiles for easy scheduling and stem referral leakage
- Pre and Post Consult Counselling
- Agent pick up in 30 seconds. Elastic staffing based on patterns.

Benefits of a Good PA System

- Overall operational flow inside the health system is vastly enhanced.

- Minimum physician down time increases financial flow.

- Good information upfront creates less AR and backlog in the back end.

- Airlines, hotels, utilities and all other public facing industries have moved to a direct interaction model through a website.

- While health care is far too complex for easy transition to the world wide web, there are areas such as primary care, pediatrics, and physio-therapy which lend themselves to patient self-scheduling.

- Seamless patient access prepares the ground for a web initiative by capturing transactions in its minutiae.

Thank You!

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