



# Greenway Marketplace & Phreesia: A Seamless Patient Check-in Experience

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## Marketplace Mission Statement

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To enhance the Greenway customer user experience by offering innovative, forward-thinking technologies to assist in providing the most advanced healthcare possible.



- **110** signed partners
- **85** solutions & services listed
- **600** companies evaluated for inclusion in the program since January 2012
- **900~ PrimeSUITE practices** and **8000 providers** using MP solution
- **600 Intergy practices** using MP solution



# Top Categories on Marketplace

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Patient Engagement

**24 solutions**

Care Coordination

**12 solutions**

Document Management

**13 solutions**

The background of the slide is a blurred office environment. Two women are seated at desks, facing each other. The woman on the left is wearing a white blouse and dark pants, and the woman on the right is wearing a dark blue top and dark pants. They appear to be in a meeting or collaborative work setting. The lighting is warm and the overall tone is professional.

Phreesia

# The Leader in Point of Service

## Presenters



### Greg Tamberlane, Segment Lead, Greenway

Greg joined Phreesia in 2011 and is an original member of our Greenway team. Greg has personally worked with hundreds of organizations streamline workflow and data management.



### Trish Hardebeck, MA, EMR/IT Coordinator and HIPPA Security Compliance Officer, Obstetrics and Gynecology Associates, Inc.

Trish started working for OBGYN Associates in 2007 as a medical assistant. She began assisting with their EMR project a year and a half later and took over as EMR Coordinator. Soon after she incorporated the IT side of EMR. Trish has overseen all training and upgrades of Greenway as well as overseeing and implementing Phreesia. Today, she is OBGYN Associates' EMR / IT Coordinator.

## Automate your front office to maximize bottom-line results



Payment



Demographic information



Clinical information

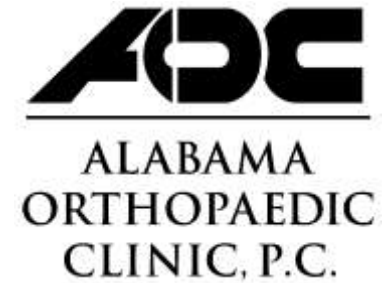


Consent and enrollment

### Point of Service

*def.* The moment of interaction with an engaged patient when payment or information is exchanged

# Greenway Success



... and over 185 more



# Expert Discussion

Obstetrics and Gynecology  
Associates, Inc.





## Challenges Before Phreesia

- Collecting patient co-pays and payments
- Long check-in times due to paperwork
- Medicaid waivers not consistently provided to patients
- Printed supplies consistently out of date and costly to reproduce

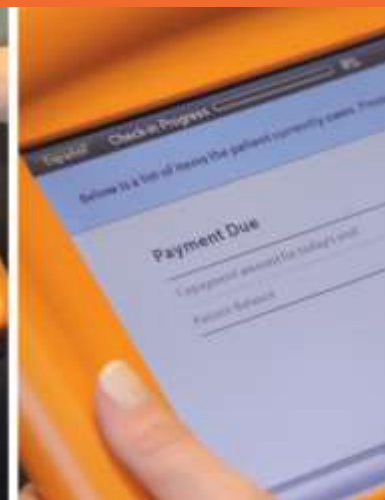
## Changes Since Implementing Phreesia

- Patients pay directly on the PhreesiaPad
- Can now determine where a patient is in the check-in process
- All waivers are loaded into the Pad and signed
- Drastically reduced the need for printing supplies
- Provides a seamless, paperless check-in process that auto-populates directly into Greenway

# Impact of Check-In Method

	Pre-Phreesia	With Phreesia
Time spent verifying insurance each month	40+ hours	15-20 hours
Statements sent to patients each month	3,000	1,500
Time spent processing payments each month	20+ hours	0-15 minutes

# PhreesiaPads



# Phreesia Dashboard

Monitor updated patient information, and all time of service, online, and automatic payments in real time from the Phreesia Dashboard

The screenshot displays the Phreesia Dashboard interface. At the top, there is a navigation bar with tabs for Dashboard, Payments, Communications, Analytics, Reports & Settings, and Help & Training. The main content area is divided into three sections: Pre-registered, Registration in Progress, and Checked-in. The Pre-registered section contains a table with columns for Patient Name, DOB, Physician, Appt., Insurance, ESB, ID, Copay, Paid, and Balance. The Registration in Progress section contains a table with columns for Patient Name, DOB, and Physician. The Checked-in section contains a table with columns for Patient Name, DOB, Physician, End Time, Insurance, ESB, ID, Copay, Paid, and Balance. A tablet device is overlaid on the dashboard, displaying a patient welcome screen for Abigail Dixon. The screen includes a message: "Our goal is to provide you with the best quality of care!" and a list of four steps: 1. Enter your demographic and insurance information, 2. Complete and review your medical information, 3. Swipe your credit card if you have a copay or balance, and 4. Review educational content that we've gathered just for you. A green arrow points from the tablet to the "Abigail Dixon" entry in the "Registration in Progress" table.

Patient Name	DOB	Physician	Appt.	Insurance	ESB	ID	Copay	Paid	Balance
Karla Stevens	01/17/1988	Bones, Dr	10:00 AM	AETNA	✓	✓	\$20.00	---	\$20.00
Tim Riza	02/15/1988	Bones, Dr							\$25.00
Mary Smith	07/21/1923	Bones, Dr							\$0.00

Patient Name	DOB	Physician	End Time	Insurance	ESB	ID	Copay	Paid	Balance
Abigail Dixon	08/22/2008	Bones							\$6,157.54

Patient Name	DOB	Physician	End Time	Insurance	ESB	ID	Copay	Paid	Balance
There are currently no checked-in patients for today.									

# Phreesia Dashboard

E&B verification is completed automatically  
E&B results are clearly displayed along with remaining deductible and today's copay

The screenshot shows the Phreesia Dashboard interface. A large black circle highlights the insurance and E&B verification details for a patient. The dashboard includes a navigation menu with options like Dashboard, Payments, Communications, Analytics, Reports & Settings, and Help & Training. The main content area is divided into sections for Pre-registered and Registration in Progress patients.

Insurance	E&B	D	Copay	Paid	Balance
AETNA	✓	⚠	\$20.00	—	—
Blue Cross Blue Shield	✓ <sup>2</sup>	—	\$25.00	—	\$20.00
Medicare Part A - Georgia	✓ <sup>1</sup>	—	\$0.00	—	\$25.00
Cigna Healthcare	⚠	—	—	—	\$0.00

Registration in Progress

There are currently no patients using the PhreesiaPad.

# Patient information is updated in Greenway

Patients are checked in  
Demographic and clinical information is updated in Greenway  
Payments are posted and documents are attached to the patient's record

The screenshot displays the Greenway Patient Charts interface for a patient named Abigail Dixon. The interface includes a navigation menu with options like 'A/R Management', 'Chart', 'Registration', 'Reporting', 'Schedule', 'System', and 'Help'. The main content area shows a 'Summary Report' with several sections:

- Patient Info:** Abigail Dixon, Patient ID: 26170, Age: 7 Years, DOB: 06/22/2006, SSN: Unknown, Sex: Female, Address: 1000 O. Ortho St, Hamden, CT 06518, Home Phone: (203) 407-3500, Primary Phone: (203) 407-3500, Primary Work Phone: (203) 407-3502.
- ALLERGIES:** A table listing allergens and reactions. For example, Codine Phosphata causes a Rash / Hives, Itchy Eyes, and Swelling, Difficulty breathing on 07/09/2014.
- Medication List:** None Listed.
- FAMILY MEDICAL HISTORY:** A table listing diseases and family members. For example, Heart Disease is noted for the Grandmother (paternal) and Osteoarthritis for the Grandfather (maternal) and Mother, both on 07/09/2014.
- Genetic Screening:** none listed.
- MEDICAL HISTORY:** A table listing diseases and onset dates. For example, Heart Disease is noted on 07/09/2014.

A large black circle highlights the 'FAMILY MEDICAL HISTORY' and 'Genetic Screening' sections.



# Sponsored Disease Awareness and Engagement Content



Patients suffering from eczema or rash

Demographics & Meaningful Use Data

Reason for Visit, Rx, Medical & Social History

Scales, Surveys & Clinical Assessments

Patient completes interview



Patient sees relevant messaging



General Health Education

Conversation Starters

Condition Awareness

# Q&A

- How has Phreesia impacted your patient experience?
- How is your staff impacted as a result of Phreesia?
- What kind of cash flow impact have you seen as a result of Phreesia?

# Thank You!

Leading healthcare organizations choose Phreesia.

Your patients expect a seamless, automated experience from other industries. Why should your front office be any different?



Increase cash flow



Save staff time



Maximize patient engagement



- Learn more about available solutions by requesting more information from the partner on the Greenway Marketplace site:  
<http://marketplace.greenwaymedical.com/>
- Submit potential partners, solutions and development ideas that would benefit Greenway customers:  
[http://marketplace.greenwaymedical.com/index\\_vendorform](http://marketplace.greenwaymedical.com/index_vendorform)



**Thank you**

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<http://marketplace.greenwaymedical.com>