Pediatric Practice Automates Intake Workflows to Make Prep Time Faster, Reduce Wait Times, and Improve Patient Engagement

Knoxville Pediatric Associates | EHR: Greenway Prime Suite | Specialty: Pediatrics | Location: Knoxville, TN

For Knoxville Pediatric, managing patient check-in for both sick and wellness visits was becoming a laborious experience. The manual process was not only time-consuming but also stressful for everyone involved, from the parents, children, and to the staff.

The Challenges Faced

Every day, the practice encountered several hurdles, such as:

- » The staff spent **hours preparing screening forms manually.**
- » **Grading, reviewing, and scanning forms manually,** including ASQ-3 screening, were tedious tasks.

- » Sick visits often involved fussy children, making it **difficult for parents to fill out forms on-site.**
- » The **inability to capture patient data** before the visit led to delayed care.

Faced with growing inefficiencies and poor patient experience, Knoxville Pediatrics knew it was time for a change. That's when they found CheckinAsyst, and here's how things took a turn for the better.

A Stress-free and Flexible Check-in Experience

Knoxville replaced the paper and clipboard check-in process with the below digital self-service options:

1 Pre-registration link:

With pre-registration, parents completed their child's registration and screening forms even before stepping into the office. On the day of the appointment, they could meet the provider directly—no more spending hours in the front office.

2 QR code check-in:

QR codes came to the rescue for those with same-day appointments, i.e., sick visits. Parents could easily skip the line and fill out the forms by scanning a QR code using their mobile phone. Additionally, parents who hadn't completed pre-registration could continue the check-in using the QR code option.

3 iPads/ Assisted check-in:

Grandparents who were less tech-savvy also had an easy check-in option. They could use the staff's help to provide their children's information on iPads.

Updating only essential information:

Parents found it annoying to provide the same information repeatedly. CheckinAsyst automatically captured existing information, and the parents had to update only necessary data for the return visits. This simple change slashed wait times and made visits so much smoother.

So, what happened when parents had the flexibility to check in the way they preferred?

15-20 minutes saved per patient with digital check-in experience.

Automated Workflows for ASQ®-3 Forms

Before CheckinAsyst:

» The staff prepped ASQ-3 forms by manually calculating the child's age a week in advance for every visit.

» The front office staff spent hours scanning forms into the EHR, while clinicians also took additional time to score forms manually.

» Mailing forms was expensive, and the cost often got wasted when parents forgot or failed to complete them.

After CheckinAsyst:

» Set up a digital workflow where CheckinAsyst automatically triggered the appropriate ASQ-3 form based on the child's age.

» The forms were automatically scored and sent to the EHR where they were ready to be reviewed by the clinicians and providers.

» Pre-registration notification eliminated the need to mail forms, and more patients completed the forms in advance.

Impact

» **4 hours were saved per week** for form prep work by the front desk staff.

» **Nearly 30 minutes saved** daily by clinicians due to automated scoring.

» **$1.75 saved per form** by eliminating mailing costs.

Managing Ad-hoc Forms Digitally to Ensure Zero Paper

Similar to most practices, Knoxville Pediatrics also experienced ad-hoc situations where they had to collect additional data that wasn't part of the standard set of questions. In such cases, the staff used on-demand forms to send out additional forms that patients can complete. This way, the practice **collected 100% data digitally** and captured the information into the EHR.

Some of the scenarios included:

» An adolescent showing signs of depression may be requested by the provider to complete a PHQ-9 form.

» In case a patient turns 18 years old, the practice can send out a consent for sharing patient data with their parents.

Better Efficiency due to Seamless Integration with the EHR

Using CheckinAsyst's robust integration with Greenway Prime Suite, the staff benefited in two ways. On one hand, the front desk staff didn't have to worry about scanning and losing paper forms. On the other hand, clinicians could access patient data instantly, allowing them to focus on patient care instead of paperwork.

30 minutes
saved daily due to auto-posting patient data into the EHR.

Improved Patient Engagement and Reduced No-Shows

Here's how Knoxville leveraged digital communication tools to address unique communication challenges:

Secure communication for updates:
The staff used secure chat to request missing information, like insurance details from parents, making it easier for grandparents or other caregivers to complete visits.
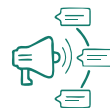
Effective broadcast messaging:
The practice leveraged broadcast messages to reach a large group of patients for instances like:

- **Flu vaccination promotion:** During the flu season, Knoxville promoted vaccinations and directed patients to their different practice locations.

- **Wellness visits:** The practice ran reports on Greenway to send out tailored broadcast messages to patients who were due for their wellness visits.

> From the start, the team was responsive and helpful, making the implementation process smooth and stress-free. They were quick to adjust and tailor things like custom forms and intake questions when needed, and their support has been outstanding. Whether resolving technical issues or coordinating with Greenway, they always keep us informed and ensure everything runs smoothly. We couldn't be happier with their responsiveness and commitment to making things work for us.

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