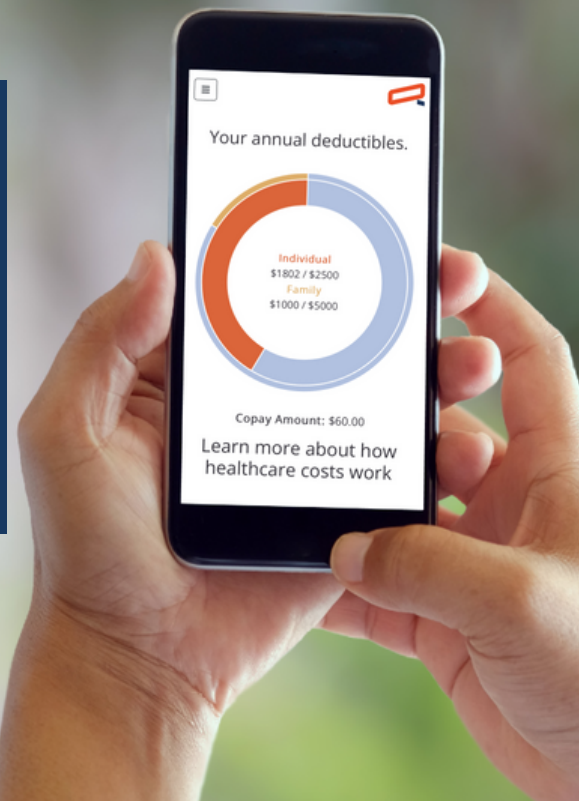


TSAOG Orthopaedics Bolsters Consumer Experience Through Cost Clarity and Frictionless Visits

With Health Here's Clinic Q



SINCE 1947

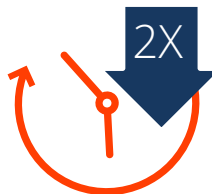
TSAOG
ORTHOPAEDICS

Experience. Innovation. Expertise.

TSAOG Orthopaedics Achieved These Key Results with athenahealth MDP Partner Health Here:



Greater than 90% of patients adopting mobile-first, digital intake with over 60% pre-checking prior to visit



A doubling of intake efficiency with more complete, timely data delivered to providers



91% pre-payment collection rates for over 11,000 elective cases

Learn More:

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Challenges

TSAOG Orthopaedics was seeking to differentiate their care delivery model by offering a personalized consumer experience for their patients through the promotion of both quality and cost transparency.

Furthermore, the current intake solution and processes surrounding pre-procedure estimates were generating unsustainably high operational costs.

At the front desk, staff were overwhelmed with the amount of manual data entry required for registering new patients. Between capturing patient information and entering it into the patient chart, each new patient was generating several minutes of staff work -- the equivalent of 5 staffers a day. Not only was this creating a heavy burden on staff, patients were suffering from bottlenecks at the front desk and appointment delays while providers were not always able to access a full medical history prior to seeing their patients.

TSAOG had implemented a digital check-in product but the solution's outdated interface, lack of customizability, and integration gaps with athenahealth were only adding more burdens on clinical staff and creating a poor patient experience.

In the back office, TSAOG staff were reliant on complex spreadsheets to generate pre-procedure cost estimates. This process allowed TSAOG to collect pre-payments for procedures while giving patients valuable transparency into their expected costs. However, it was a manual, time-intensive undertaking that required the equivalent of 4 full-time staff dedicated to the task.

About TSAOG

TSAOG Orthopaedics is a large orthopedic group serving the greater San Antonio area. An athenahealth client and one of the oldest orthopaedic practices in South Texas, TSAOG was established in 1947 to provide high quality orthopaedic care to San Antonio and South Texas. Its 43 subspecialty-trained physicians and surgeons care for and treat the full range of musculoskeletal disorders, diseases, and injuries across eight locations in the greater San Antonio region. The Group also provides physical & hand therapy, MRI/CT services, chiropractic care, podiatry, walk-in urgent care, and outpatient surgery in their two physician-owned ambulatory care facilities.

Solution



To solve these challenges, TSAOG turned to Health Here's athenahealth-integrated Clinic Q product suite.

TSAOG implemented Health Here's Clinic Q platform to provide a single, mobile-first interface to guide patients through each stage of the patient journey. Clinic Q's personalized, consumer-centric approach elevated the TSAOG patient experience to accurately reflect the patient-friendly brand TSAOG had established in the market.

To relieve the burdens on patient intake, **Health Here's Clinic Q Intake and Payments** product created patient-specific workflows, reducing the amount of time patients spent responding to pre-visit questions while optimizing the information gathered per visit. With Clinic Q's mobile-first design, TSAOG also saw patients rapidly adopt the platform. Digital registration rates quickly surpassed 90% of all visits with over 60% of patients completing the process prior to arriving at the clinic. Clinic Q's deep integration with athenahealth also allowed for patient health data, such as medications, pharmacy, and review-of-systems, to travel from Clinic Q directly into the patient's chart, eliminating the manual data entry work required of staff to process new and return patients. Finally, Clinic Q's integrated insurance verification and payment engine powered an increase in pre-service patient collections.

To streamline the process of pre-surgical patient cost estimates and deposits, TSAOG launched **Q Code, Clinic Q's Cost Estimator**. Instead of working through complicated spreadsheets and printed-off paper estimates, TSAOG staff began leveraging Q Code to generate estimates within seconds. TSAOG embedded their estimates with patient-specific health plan information, detailed costs by procedure code, including both professional fees and -- for procedures occurring in their ASC -- facility fees. Once created, staff members could review the details of the estimate in the Q Code interface and, with one click, email and text patients with a pre-procedure report and estimate, including an easy click-to-pay link for deposits. By combining this comprehensive picture of out-of-pocket costs with simple patient communications and frictionless payment options, TSAOG empowered their patients to be truly informed purchasers of care.



Cost Clarity Results



TSAOG's launch of Q Code Estimator drove a 91% pre-procedure collection rate across more than 11,000 elective cases



Q Code enabled TSAOG to reduce financial counseling FTEs from 4 to 1.5



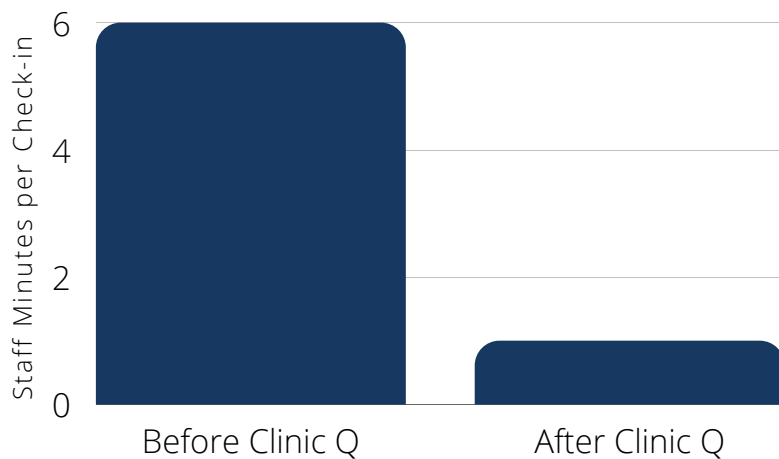
Contactless Intake Results

"Health Here has played a critical role in transforming our practice to meet the rising expectations of our patients. Their platform is powering a consumer experience across the patient journey at TSAOG, while significantly cutting administrative burdens across our practice. As healthcare and patient expectations continue to rapidly evolve, I'm confident that our partnership with Health Here will allow us to remain on the cutting edge of care delivery."

- TSAOG Orthopaedics CEO Usman B. Mirza

TSAOG has transformed its patient experience for nearly 200,000 patient check-ins via Clinic Q

Staff Time Per New Patient Check-in

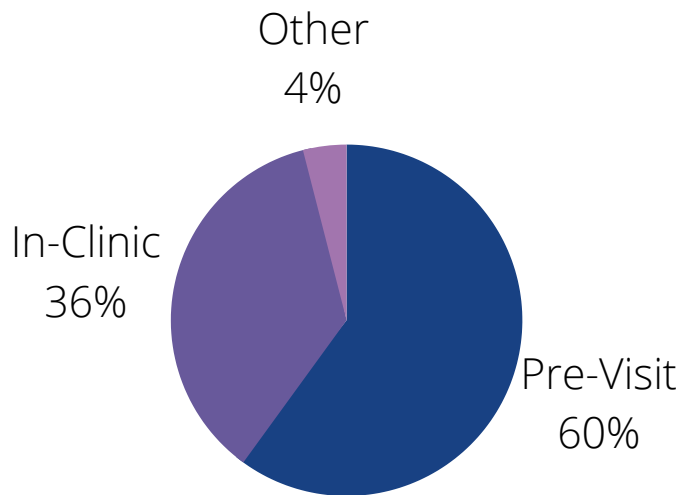


Clinic Q Intake and Payments doubled TSAOG front desk staff efficiency, allowing a single front desk employee to support twice as many physicians as they were able to prior to Clinic Q



Patient Experience Results

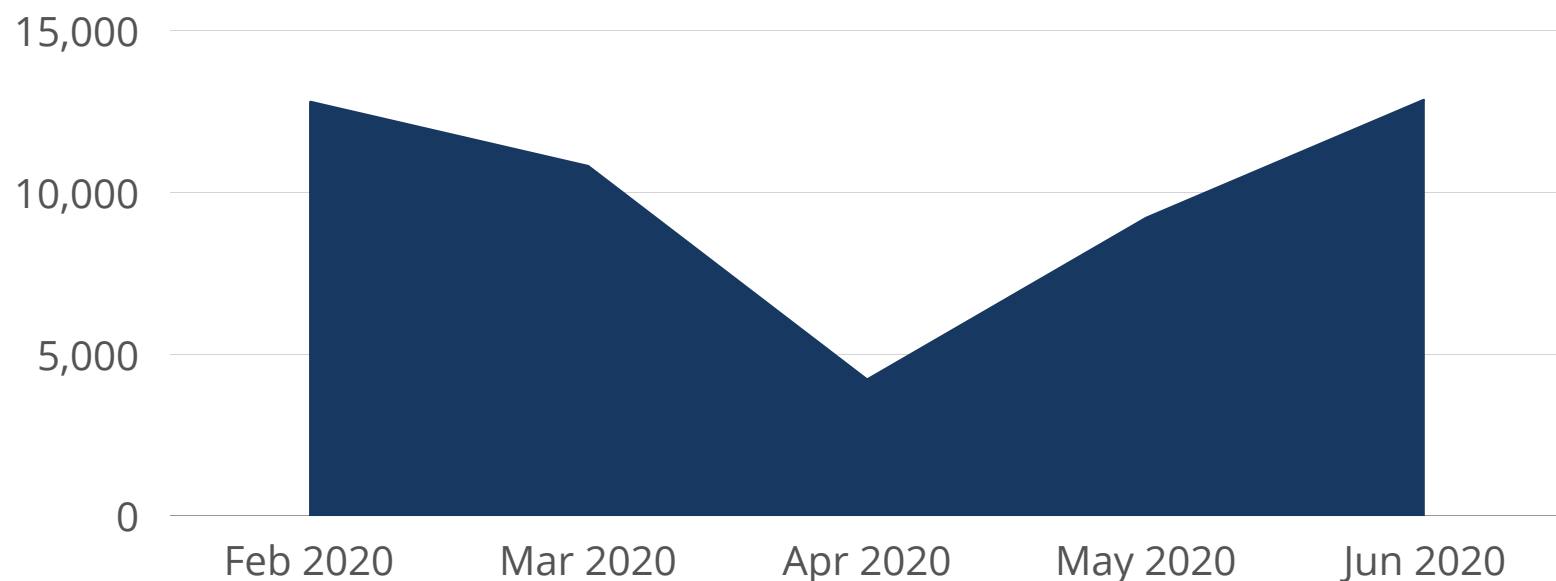
Digital Intake Adoption



With over 90% of TSAOG patients checking-in with Clinic Q's digital intake platform, with "pre-checking" prior to visit, cutting patient wait times by 50%

TSAOG relied on Clinic Q's integrated COVID screening and automated patient communications to quickly rebound from depressed clinic volumes due to COVID-19

Patient Check-ins By Month (2020)



To Learn More About Clinic Q by Health Here:

Visit <https://www.healthhere.com> or email sales@healthhere.com

