

## Surgery Center of the Pacific saved 25 hours per week & improved upfront collections with Clariti's price transparency solutions.

Surgery Center of the Pacific is a longstanding multi-specialty outpatient facility in Santa Monica, CA. The center, an affiliate of Cedars-Sinai, is one of the most technologically advanced outpatient surgical facilities in Southern California. They have been in operation since 2011 and see over 500 patients per month.

### The Challenge

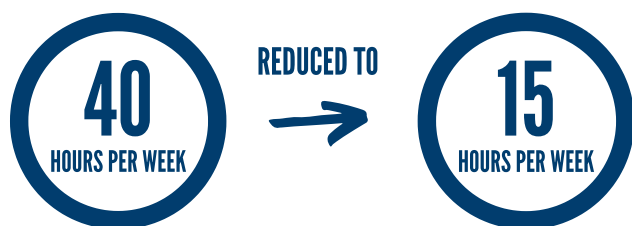
Like the majority of outpatient facilities, Surgery Center of the Pacific was struggling to communicate with their patients regarding their financial responsibility. Staff was spending time manually verifying benefits and calculating costs with different payors when their time could have been spent elsewhere. Staff was also spending 40 hours per week on the phone with patients going over their benefits and out-of-pocket expenses with mixed results. Because of these challenges the Surgery Center of the Pacific was forced to maintain extra staff to make sure their objectives of cost visibility and pre-collections were met. The entire process was frustrating for the staff and patients.

### The Solution & Outcome

Surgery Center of the Pacific evaluated several options to help ease the burden of manually determining patient financial responsibility and providing patient support. Ultimately, it was determined that Clariti was the best solution to meet their needs.

Since implementing Clariti, they were able to:

- Reduce phone time with patients from 40 hours to 15 hours per week
- Reduce full-time financial counselors from 2 to 1
- Increase the accuracy of the patient estimates
- Significantly improve upfront collections and accounts receivable
- Reduce patient confusion, increase satisfaction, and improve trust



*"This is a great way to inform patients of their financial responsibility. By using Clariti's quotes, any issues we had with our upfront collections are now solved. Keep doing a great job, your team is fantastic!"*

Schedule a 15-minute Demo:

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