

Dublin Surgery Center successfully increased case volume and improved collections after implementing Clariti's solutions.

Dublin Surgery Center is a multi-specialty outpatient center that began serving the Dublin and surrounding Columbus, OH communities in November 2003. They are committed to the care and concerns of each of their patients and their professional staff is dedicated to providing the highest quality of individualized care.

This family-centered, patient focused approach is intended to promote long term health and well-being that results in a high degree of patient satisfaction. In providing the highest quality medical care, providers use techniques to maximize a safe, convenient, and cost effective environment.

The Challenge

Dublin Surgery Center, with assistance of their corporate partner, was experiencing growth in volume typically not experienced by mature facilities. Like many ASCs, employees were accustomed to wearing multiple hats and performing a multitude of tasks throughout the course of the day. They were lean, efficient and effective at managing the traditional and predictable ebbs and flows in surgical case volume.

However, as volume steadily climbed and surpassed levels that office staff could effectively accommodate they looked for ways to automate processes without losing any of the personalized touch that made them so successful the previous decade and a half. One area that needed particular attention, and where they could get the most bang for their buck, was patient financial counseling. Patients were not receiving financial responsibility information in a timely fashion and this threatened their stellar patient experience scores, A/R and collections.

The Solution & Outcome

Since implementing Clariti, the process of determining patient financial responsibility and delivering accurate estimates to patient families has been efficient and timely. Dublin Surgery Center now has the tools to:

- Create and deliver custom cost share estimates automatically and seamlessly
- Connect patients with options for payment
- Intelligently engage with patients who have financial questions or need assistance
- Maintain appropriate workload for staff without requiring any new hires
- Remain a leader in patient experience

One of my favorite features of Clariti is the messaging. It is where you are alerted to inactive insurance, benefits changing and can also be used as communication tool with the support staff!