

## Spring Creek Surgical Center used to spend 10 hours a week manually calculating patient estimates. With Clariti, they can do it in 15 minutes.

Spring Creek Surgical Center, an outpatient facility in Utah, performs an average of 85 procedures per month. They specialize in pediatric dental, podiatry, spine, and orthopaedics. Serving their community for almost five years, they take great pride in being a dependable and safe alternative to their local hospitals and offering outstanding care to patients and their families.

### The Challenge

Brooke Hawes, Spring Creek's Office Manager, was spending her mornings struggling to manually calculate accurate patient estimates. With no system in place to help, it was extremely labor and time intensive.

After the estimate was put together, more time was spent trying to get in touch with the patients, reviewing the estimates with them, and answering their questions. Brooke's other critical responsibilities around the facility took a backseat and typically weren't addressed until well into the day.

### The Solution & Outcome

After implementing Clariti, the process around calculating accurate patient estimates immediately became smooth and efficient. Spring Creek Surgical Center has been able to:

- Produce accurate financial estimates for patients in minutes, not hours
- Communicate with patients well in advance of their procedures so there are no surprises
- Better inform patients of their financial responsibility, improving trust & satisfaction

*We love Clariti and all that it does for our center. Our patients love how easy it is to view and understand their estimate. We recommend Clariti to anyone looking to improve their processes around patient estimation.*