

With Clariti, Cook Children's Pediatric Surgery Center was able to improve patient communication, patient satisfaction, & build financial trust.

Cook Children's Pediatric Surgery Center is a pediatric facility in Prosper, TX performing over 4,800 cases per year. For the last 15 years, they have specialized in a range of case types: otolaryngology, diagnostic, gastrointestinal, urology, ophthalmology, and general surgery. Cook Children's is known for their exceptional care and devotion to their patients and families.

The Challenge

As a pediatric facility, communication regarding the patient's financial responsibility is solely with the parent or guardian. Getting accurate insurance estimates into their hands was a major struggle, and even combining phone and email outreach proved unsuccessful much of the time. Adding to the issue was that Cook Children's had no way of seeing if/when estimates were viewed, therefore staff members were spending valuable time unnecessarily following up with patient families. The rare instances when everything went as planned and estimations were calculated and communicated ahead of time, there was a good chance the deductible would change before the DOS and a portion or all of the amount collected at the time of service would have to be refunded downstream.

Their process was negatively impacting patient satisfaction and causing additional stress to families in an already difficult time.

The Solution & Outcome

Since implementing Clariti, the process of determining patient financial responsibility and delivering accurate estimates to patient families has been smooth and efficient.

Cook Children's now has the tools to:

- Flawlessly and automatically calculate accurate financial estimates and communicate with patients based on their preferences: phone, email, and/or text
- See when and if estimates are viewed and hold patient families accountable
- Save significant time by only following up on estimates that have not been viewed
- Automatically recheck benefits prior to date of service decreasing refunds post-surgery

The Clariti staff has been very responsive to any of our questions. They are always willing to discuss what needs we have and what steps they can take to meet those needs. Very positive relationship thus far!

Schedule a 15-minute Demo:

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