

With Clariti, Live Oak Surgery Center is able to provide patients with complete financial transparency; improving the patient's satisfaction and overall experience.

Live Oak Surgery Center is a new multi-specialty surgery center located in Plano, TX. The bulk of the cases performed in the four OR facility are orthopaedic cases and the majority of the patients are pediatric. Live Oak Surgery Center takes pride in creating a comfortable and safe surgical environment for all of their patients.

The Challenge

It has always been important for the leadership of Live Oak Surgery Center to provide complete clinical and financial transparency with the patients they serve. While they have excelled clinically (patients knew what to expect, had great outcomes and were happy with their quality of care) they were struggling with their initiatives around financial transparency. Verification of insurance, cost estimation and patient communication were hit or miss.

As a result, patient experience scores were on the decline while bad debt and write-offs were on the rise. Live Oak had considered hiring another FTE to help tackle these issues before being introduced to Clariti.

The Solution & Outcome

After implementing Clariti, Live Oak recognized a multitude of benefits including:

- Improved patient financial counseling - enabling staff to spend more time with and have more useful information for patients
- Improved patient satisfaction and experience scores
- Increased efficiency enabling existing staff to focus on other tasks
- Decreased bad debt and write-offs

With Clariti running in the background, I know we are receiving the most current info without having to re-verify. Also, we have a schedule interface, which ensures no cases will get missed!"