

Case Study

Pre-Access Best Practices Improve the Patient Experience

Enhanced scheduling + authorization streamline key processes

PRESCRIPTION

Patient Access

PROFILE

Organization Type:
Non-profit, integrated
medical services provider

Size:
< \$250M NPR;
1 hospital

Location:
Northeast

Relationship:
Full outsource partner
since March 2022

Problem

The provider faced difficulty with patient scheduling due to an outdated telephone system and disjointed authorization processes, which were predominantly managed by clinical staff. Inconsistent pre-registration led to long wait times and missed opportunities for financial counseling.



Patients at risk
of **abandoning**
appointments



Clinical staff
dedicating less
time to patient care



Lack of
pre-registration
across all patients

Solution

A strategic partnership between the provider and Ensemble leadership, coupled with Ensemble's expertise and best practices, drove meaningful gains across pre-access operations and improved the overall patient experience.

- > **Enhanced patient experience** by streamlining call flows and updating patient communication processes and technology
- > **Re-focused clinicians on patient care** and aligned authorization processes with pre-access team
- > **Enabled clinical departments** to schedule future appointments at time of service
- > **Optimized existing patient engagement technology** to track no-shows and improve appointment recovery
- > **Focused on denial prevention** by implementing a policy to notify physicians and patients if authorization isn't received a day prior to clinical appointment

Measuring Success

Since our partnership began, pre-access results include:

14x

reduction of
incoming call
abandonment rates

9x

improvement
in average call
answering time

10%+

improvement in MoM
patient experience
survey scores