Mobile Patient Intake for Modern Healthcare
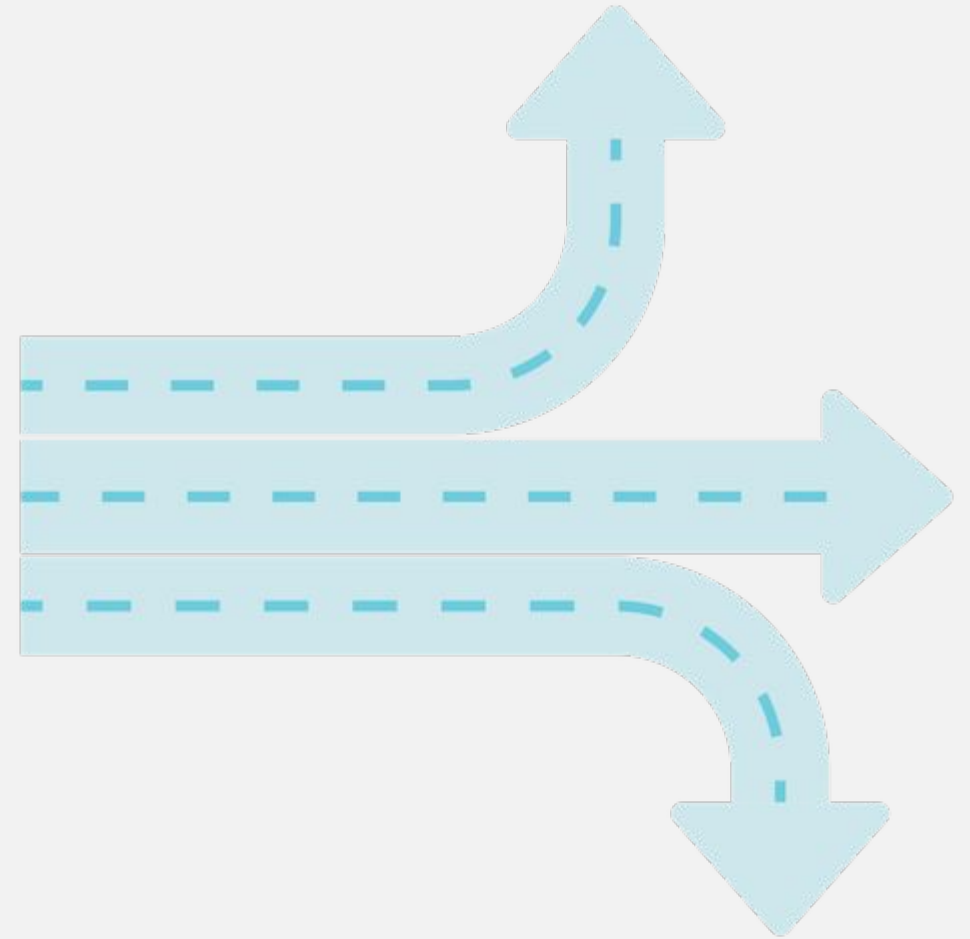
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The patient intake bottleneck

How the current intake process is holding back patients and providers

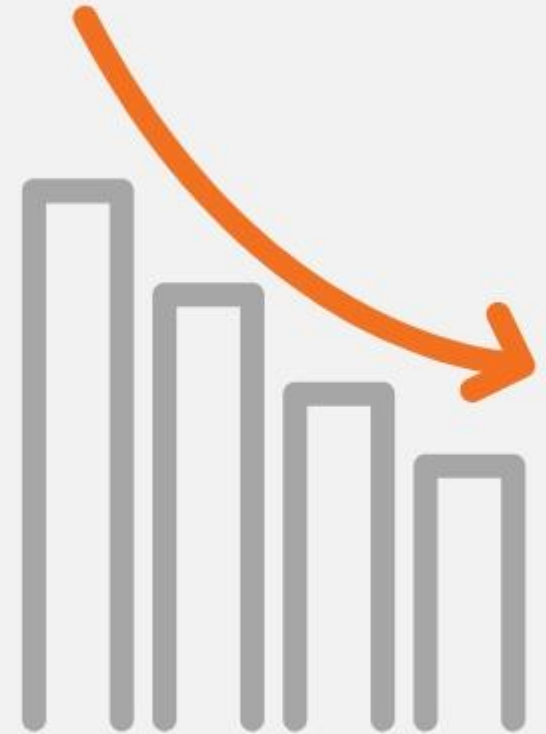# The patient journey begins before the day of the appointment.

It starts with a symptom, an illness, or an important medical question.

But when patients and providers meet, the intake process can create a **care bottleneck**.

Quick poll!

How long do your providers have to review intake forms before an appointment?

Long patient wait times =
poor patient experience

20 minutes
is the average wait time for patients across the country

Long wait times combined with a manual intake process leads to patient and provider frustrations and additional delays.
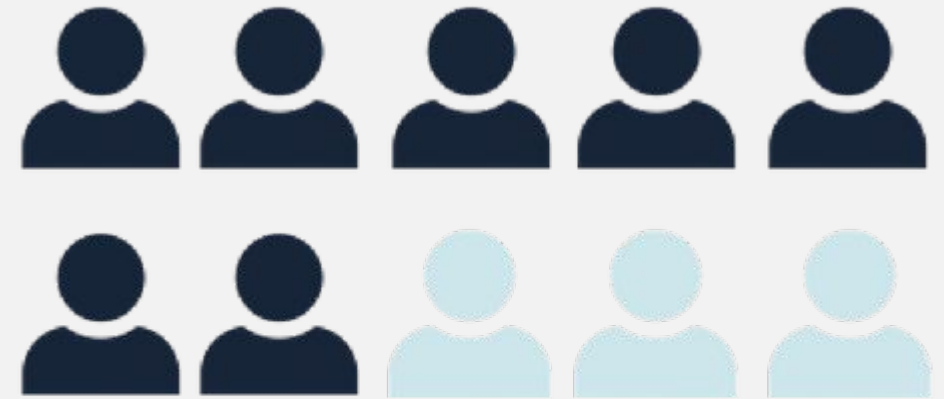
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Paper forms and clunky hardware cost too much to maintain.

Paper forms --

- Cost too much over time
- Take up valuable space
- Are not environmentally friendly

Kiosks and other hardware --

- Cost too much to set-up
- Require constant maintenance
- Still require patients to get to their appointment early

7 out of 10 want to communicate electronically with their providers.

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Quick poll!

How long do you or your co-workers spend on patient intake data entry every day?

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Manual data entry is holding healthcare back.

You could be spending up to **two weeks a year per provider** on data entry.

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High-quality care depends on patient-reported data.

- Miscommunication via human errors is the #1 driver of medical errors

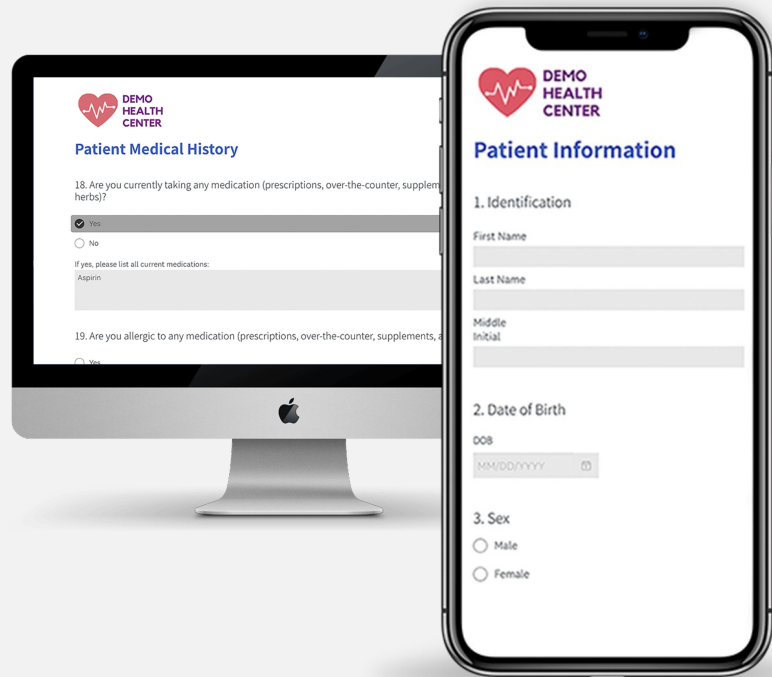- Medical errors are the third leading cause of death in the U.S.

100
75
50
25
0

Errors

11% of medical data entry include errors

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Mobile Patient Intake

The modern intake process patients
and providers both want

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The intake process patients and providers want.

Maximize patient happiness by allowing patients to complete forms on their time, on their device.

Give the care team the patient data they need before appointment day.
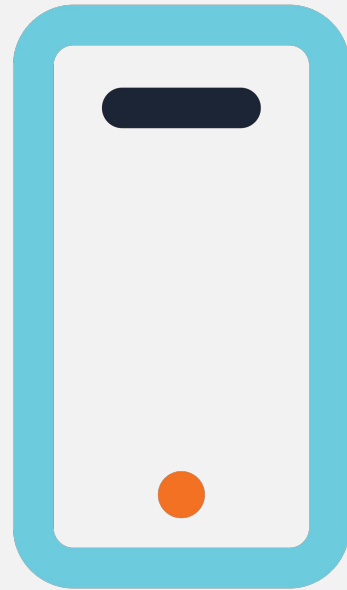
Eliminate the intake bottleneck.

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With more prep time, see more patients.

Give the care team the data they need to prepare for better and more engaging patient visits.

Make appointments more efficient, and see more patients to boost revenue.
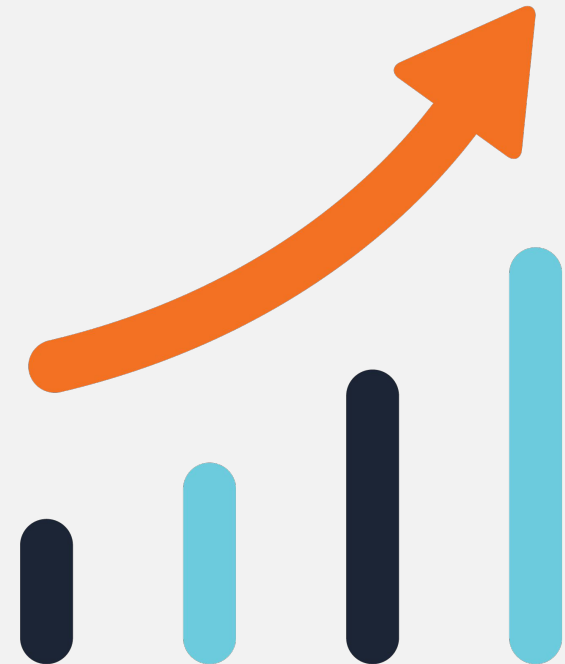
Modern patient intake

100% customizable, HIPAA-secure forms allow your organization to go paperless without clunky kiosks or proprietary hardware.

Easy set-up allows your organization to integrate the intake process into existing reminder workflows.

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More efficient care team workflows

Eliminate data entry for good.

Front desk staff can focus on providing top-notch customer service, not transcribing handwritten forms into the EHR.

Half of business leaders say that removing paper from business processes has led to the biggest gains in productivity.

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Better data, better care

Intake forms that sync with your EHR eliminate data entry errors and help build more robust patient data.

One-third of patients want to spend more time with their providers.

How it works

Automatically send patients intake forms via text or email days or weeks before the appointment.

Capture insurance information and verify insurance eligibility.

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Collect patient demographic data and health history in a HIPAA-secure format.

EXIT

DEMO HEALTH CENTER

Patient Medical History

18. Are you currently taking any medication (prescriptions, over-the-counter, supplements, and herbs)?

○ Yes

○ No

If yes, please list all current medications:

19. Are you allergic to any medication (prescriptions, over-the-counter, supplements, and herbs)?

○ Yes

Get secure, electronic patient signatures on consent forms with automatic time-stamps.
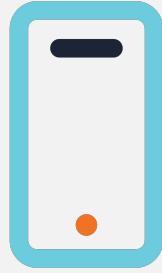
Patient data syncs into their health record in the EHR.

Driving results for Luma Health customers

NPS boosted by over 3% in just 30 days by offering mobile patient intake

20% of patients immediately adopted the new intake process

Eliminates intake bottleneck - 99% completion rate

Go beyond intake – collect the patient data you need.

Patient Experience Evaluation

- Distribute assessments like HCAHPS and other forms to measure patient experience and satisfaction

Patient-Reported Outcomes

- Screening assessments around pain level, functional status, social determinants of health, and more
- Patient-reported outcome measures for things like weight, blood pressure, and respiratory rate

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Questions?

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Make sure your computer audio is on.

- All participants are muted
- If you have a question, please type it in the Q&A box
- Make sure your computer sound is turned up

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