



Contract Automation:

# **Solving Pain Points in the Patient Journey**

**Your Patient Journey Is A Pain:**

## **5 Fast, Effective Ways to Streamline Patient Intake**

### **The Healthcare Conundrum**

No one likes filling out paperwork. As a provider, you know only too well how patient intake transactions can drag down wait times and up labor costs. But how is your organization modernizing and streamlining this dated process, and others, within the patient journey? In a time when low-touch, and continued high quality are paramount, automating each stage of the patient journey is a highly effective opportunity to create branded loyalty, establish trust, and reduce errors.

Demand for virtual health has steadily risen since 2016, from 14% to 28% in 2019, yet declined to just under 21% in the mid-2020. Moreover, in recent years, 81% of patients also say they're unsatisfied with their healthcare experience, and only engage when necessary.

As a result, the Patient experience is no longer a "top-down" structure, but one that is evolving at different paces, and the Patient in-take process is reflective of this pattern.

### **Patients and Providers Seek a Streamlined In-Take Experience**

As a Provider, it may be challenging to know the right touchpoint path, and administrators with the task of following-up by phone, or email, know this frustration all too well. Still, other new Patients may not be comfortable with an in-take process that begins with a text or chat.

On the administrative side, statistics show the ratio of staff administering paperwork to doctors is 4:1, and the average cost of filing paperwork is \$20 per file, per PricewaterhouseCooper.

### **When Do Providers Capture Contract Data?**

An in-take experience that triggers a HIPAA compliant contract is an opportunity to meet these modern consumer demands, to not only gain important, pertinent Patient data, but to also personalize the Patient experience, as well as to create a branded one.

***Data shows that patients prefer in-person care. However, limiting in-Patient contact by automating the contractual experience has also become essential.***

At Concord, in serving healthcare Providers, our software considerably improves these administrative interactions, and medical intake as a whole, by automating the Patient journey.

### **Streamline Each Stage of the Patient Journey with Contract Automation**

Interconnected tools are a priority to healthcare consumers, where convenience, cost and bedside manners are top factors in assessing good healthcare. But does contract management software continue to seem like an internal afterthought in your patient-Provider interaction? Here's how your office can leverage healthcare contract management at each stage of the Patient's journey, for better in-take and ongoing Patient Experience.

Contract Automation at Every Stage of the Patient Journey	Patient and Provider Benefits
<b>Stage One</b> Patient seeks healthcare options. When a Patient seeks healthcare, create a better, optimized experience with branded contract templates that can be securely integrated onsite.	<b>HIPAA Compliant Integration</b> Concord Contract Automation provides branded contract templates to personalize a patient's experience when they're evaluating care options.  Easily integrate contracts onsite that are HIPAA compliant and secure.
<b>Stage Two</b> Patient makes contact. Contract automation supports better experience in a patient's first interaction.	<b>Lowered In-Person Touch</b> Concord Contract Lifecycle Management allows you to integrate the platform easily with RESTful API and HIPAA compliant architecture onsite.  Filling-out paperwork is patient-guided, captured and stored safely, which lowers in-person touch, and decreases in-take time.
<b>Stage Three</b> Patient interacts with a Provider. Whether in-person or as a remote health appointment, you can extend a personalized experience by automating the e signature and administrative experience.	<b>E Signature Ease</b> Send a secure Contract link by text or email that's a one-click easy experience to sign, and receive notification when a patient's signed it.
<b>Stage Four</b> Provider interacts with the Patient, assesses and determines treatment.  Automate Provider intake information for reports and care tracking.	<b>Smart Fields Personalize Data</b> Concord's Smart Fields allow Healthcare Providers to capture any data pertinent to their Patient's needs and medical care directly in the contract, and even automate reminders and deadlines.  As a Provider, you can scan intake information more easily before meeting with your Patient to focus on the care you give during an appointment.
<b>Stage Five</b> Patient receives care, and Provider continues ongoing care, after treatment.  Healthcare Providers can instantly download data reports and take advantage of clause fields and triggers to efficiently track Patient care and administrative needs.	<b>Reporting Capabilities Prevent Loss</b> Easy reporting capabilities support compliance and value-based care. Automate communication such as appointment reminders and billing from contract data reports, to prevent human error.



With the need for low touch and no touch interactions becoming the new standard, Concord helps reduce the need for physical paperwork to be filled out by the patient. This adds an added level of comfort for patients and provides health service providers with additional process efficiency. This process allows all parties, patient and provider, to use their time more effectively.