

# MedVerification Patient Check-in Solution

## What is the MedVerification Patient Check-in Solution?

The **MedVerification Patient Check-in Solution** is an innovative software service that streamlines your patient check-in process, increasing customer satisfaction and office efficiency, thereby allowing you to increase patient traffic and cash flow.

In this world of high-tech solutions, the patient check-in system has been highly accepted by all facets of the health care industry. Available in either a desktop or kiosk version, the **MedVerification Patient Check-in Solution** is a completely automated, self-service system that is simple and easy to use. All of the patient's demographic information, family and social history, medical history and preliminary symptoms can quickly and easily be collected and imported into the patient's medical record, plus insurance can be verified and all co-payments and balances collected.

**MedVerification** is web-based and completely stand-alone, but works in conjunction with your practice management software, easily integrating with your work and service accounts. Initial patient check-in information is gathered by the patient swiping their driver's license. The patient will then answer a series of questions, customized by



you, to facilitate the check-in process. They will enter or verify registration information, sign HIPAA and consent forms, provide their medical history, and even find their way around your facility. **MedVerification** will also verify insurance eligibility and benefits, then request that the customer pay for their service or co-pay via credit card, check or debit card.

**MedVerification** is completely turn-key and ready to use. All you need to do is hook it up and turn it on. The questionnaire is easy to develop and training is quick and simple.

## The Check-in and Verification Process

The typical check-in process takes time to complete and can increase the chance of the patient experiencing dissatisfaction while frustrating the staff. In a recent survey of a nationally renowned gastroenterology clinic, we found that it took a patient anywhere from eight to 21 minutes to fill out their required check-in forms, with an average around 12 minutes. With 60 to 120 patients being checked in per day by a staff of four, the amount of time lost during the check-in process can be quite significant.

Once the patient information was verified, the front-desk staff would photocopy the patient's driver's license and health insurance card, and place the copies in the patient's chart. Then

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*“The key benefits are threefold: better management of patient’s check-in process, increased accuracy of demographic and insurance information, and more effective collection of patient payment at time of treatment.”*

**Cynthia E. Keen**  
AuntMinnie.com  
Staff Writer

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the patient’s health insurance benefits and co-payment amount would be verified. Due to the high patient traffic at this particular clinic, insurance verification was handled by a separate department. Insurance verification was normally conducted by using a mix of internet, hardcopy and the telephone.

Only now would the patient be acknowledged as ready to be seen by the physician. This acknowledgment was typically done by placing the chart on a mobile rack and “flagging” the physician. In addition, the front-desk person would manually enter the patient into the queue.

## Features and Benefits

### Cost Benefits

The initial cost to set up a patient check-in kiosk is minimal, covering the cost of the kiosk itself and the setup of the account. Very simple to set up, a kiosk can be used only in those departments who would benefit from using a kiosk, increasing cost-effectiveness. Once in service, there is a monthly subscription fee which covers maintenance and help-desk issues.

As this system is a web-based Software-as-a-Service (SaaS), there is no need for the added cost of an IT person to make updates as all issues are automatically taken care of by the service itself. In addition, the kiosk can instantly collect co-payments and outstanding balances, plus reduces insurance claim issues, increasing your immediate cash flow. A big feature is that **MedVerification** connects directly to your merchant accounts, reducing delay of payment collection.

The biggest benefits will be realized as your

patients move through the check-in process with greater ease and speed. Customer satisfaction will rise while the staff time, originally slated for patient check-in, can now be re-directed toward more pressing needs. Now, a staff member can be used as an actual greeter, increasing the quality of the customer’s experience.

### Increased Efficiency

With our **MedVerification** Check-in System, there is no need to hand out patient information forms on clipboards, make copies of ID and insurance cards, decipher poor patient handwriting and manually track the visitor’s log and queue. Our system allows the patient to efficiently and quickly enter their own



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information, verifies insurance eligibility and benefits, and collects payment by credit card, saving valuable time to free up your staff to do other important tasks. And, the system and wait queue is automatically updated by the software, with patient queue monitoring done quickly via an easy-to-read dashboard.

All questionnaires are custom-built by you and your staff. Collect only the information you need in the order you need it.

## Increased Accuracy

With just one swipe, all immediate patient information is directly read from their driver's license. All other information is then entered or verified by touchpad using a customizable questionnaire, guiding the patient step-by-step through the check-in process. No more

deciphering bad handwriting or grammar. Data is electronically accurate and reduces legal liability. In addition, the software is fully HIPPA compliant and encrypted, so your patient's information is always safe and secure.

## Real-time Eligibility Verification

**MedVerification** automatically determines the patient's coverage type and eligibility. Once the patient has been identified, our system will electronically connect to the insurance companies to verify coverage eligibility. This results in a reduction of denied claims, an increase in cash flow and a decrease in the workhours required by staff to verify the same.

## Improves Cash Flow

Patient and staff frustration is reduced and the correct revenue is captured immediately, increasing return-on-investment. Outstanding balances and payment arrangements can be automatically settled by credit card.

**MedVerification** links directly to your merchant services account to maximize your accounts receivable. Patient pays a co-pay and settles any outstanding balances by swiping their credit card. The system is linked directly to your merchant services account for easy and quick revenue capture.

## Increases Customer Satisfaction

No one likes to wait. An industry study found

consumers rank the process of registering at a hospital or clinic among the third most frustrating waits behind renewing a driver's license or checking out at a store. The application shortens wait times by as much as 50 percent for new patients and 75 percent for existing patients.

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For more information about **MedVerification**, call (904) 642-3546 or e-mail [medverification@web4minds.com](mailto:medverification@web4minds.com).

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## Key Features and Benefits

**Increased efficiency.  
See more patients in a day!**

Automated check-in, insurance verification and co-payment collection relieves your staff of timely, tedious work and improves traffic flow of patients.

**Increased accuracy makes for fewer errors.**

Card-swipe and touch-screen take away delays caused by bad handwriting or missed information.

**Real-time eligibility.**

Reduces the number of denied claims, which increases cash flow and decreases staff time previously required for verification.

**More robust cash flow!**

Our software links directly to your merchant accounts! Immediate settling of patient accounts.

**Increased customer satisfaction.**

No one likes to wait. Our system speeds up the check-in process by as much as 50 percent for new patients, 75 percent for existing patients.