

Driving Innovation and Patient Care at an Influential Multi-Specialty Group

Murfreesboro Medical Clinic & Surgicenter (MMC)

Phreesia user since November 2013

MMC PATIENTS LOVE PHREESIA!



Like the option to pay privately



Prefer Phreesia to paper forms



Had an overall positive experience



**\$100,000
MONTHLY
ACCELERATED
CASH FLOW**

An innovative multi-specialty group, Murfreesboro Medical Clinic has been providing quality healthcare to Rutherford County for over 60 years. Though the group has expanded significantly since it was first founded, and now sees over 7,600 patients a week, MMC remains dedicated to its original goal of putting patients first. It was in support of this mission that MMC first turned to Phreesia. The organization had outgrown its front-office procedures, and was looking for a way to automate its check-in and end-of-day processes so that it could focus more on patients. Phreesia was chosen to streamline its workflow and improve organization. By integrating with the organization's EHR system, Allscripts TouchWorks EHR, as well as their PMS, GE Centricity Group Management, Phreesia drove significant time savings and cash flow increases. Significantly for a busy practice, MMC was able to accomplish these goals in just five weeks from kick-off.

SEAMLESS INTEGRATION WITH KEENA SERVICES

Keena partnered with Phreesia to create a tightly integrated solution that maximizes collections and automates the payments process for office staff. See more details on the next page about the front-office improvements made with Phreesia.

FRONT-OFFICE IMPROVEMENTS WITH PHREESIA

Staffing

Patients checking in on the PhreesiaPad are two times more likely to make a payment than patients using the paper clipboard, and MMC has seen a **27% increase in collections** per patient visit.

Automated Forms Management

Staff no longer has to remember which patients need to update their annual forms, as Phreesia prompts patients automatically and auto-updates signatures in Allscripts.

Accurate Patient Information

Patients review and privately update their information without requiring a verbal review from staff. Demographic changes export to GE where they are updated in the account and patient record, saving staff time and reducing errors.

Easier End-of-Day Reconciliation Process

Phreesia's streamlined end-of-day processes have led to more transparency and a reduction in carbon copy receipt books. MMC has also noticed a **15% reduction in statements** due to increased point-of-service collections.

Comprehensive Eligibility and Benefits Verification

MMC is leveraging Phreesia's easy-to-access insurance verification to obtain comprehensive benefits information, including deductible detail. The group is now conducting **90% fewer eligibility and benefits verifications** through its clearinghouse, leading to an estimated **\$1,350 in monthly cost savings**.

In addition to the above benefits, Phreesia also offers:

- **Real-time ADR updates** from Phreesia to Centricity Group Management
- **Real-time patient balance query**, providing patient statement and balance information, from Centricity Group Management to Phreesia
- **Payment posting** (including copays for version 4.1.1 only) from Phreesia to Centricity Group Management

If you are interested in learning more about how our partnership with Phreesia can improve your practice and your patients' experience, we urge you to contact Keena at **sales@keenahealth.com**.