StrongBox
eSolutions

Work Flow Efficiency & Profitability

Some patients put off the care they need. They miss appointments, annual check-ups, dependent appointments, etc… There could be many reasons for it, but for every missed appointment, the consequences add-up and detract from the profitability and efficiency of your office.

Additionally, recent patient satisfaction surveys identify some issues that are completely under your control. Long wait times, endless paperwork, and limited, rushed interactions and the long wait time to check out following the visit have been identified as some of the biggest frustrations for patients.

A survey of 5,000 patients found that 97% were frustrated with wait times both checking in and checking out. Almost every single respondent had an issue with waiting. That's significant. When patients arrive on time, they expect to be seen on time. The risk practices take when chronically running behind schedule is that pretty soon, your patients aren't going to trust that they'll be seen on time. As a result, they won't bother to arrive on time, creating a daisy chain of delays that can turn your day into a scheduling disaster, creating bottlenecks on the front end and back end.

Patients also value their privacy. Waiting to checkout and pay for services is a concern of many patients and for a host of reasons they would prefer to simply leave the office after receiving treatment.

The bottom line consequence of the waiting game: patients will leave your practice if they can find more efficient service elsewhere.

This is supported by another patient survey that found 41% would change doctors if it reduced their wait to check in and check out and a big bottleneck for both patients and practices is the payment on the bill for services rendered.

A major source of the wait times your patients experience is directly linked to the check-in process. Collecting co-pays, deductibles, amounts outstanding can quickly eat into the time set aside for appointments.

If you want your patients to be conscientious about keeping their appointments and getting the health care they need, you're going to need to resolve some of these practice flow management issues.

Fortunately, StrongBox cloud based Dental & Medical solution will address these issues and more → StrongBox will enhance efficiency and profitability of your office. No shows can be charged with a click of a button. One step consent to pay for services received and storing financial instruments in our cyber-secure data vault will allow surety and timely collection of funds. Staff can enjoy the simplicity and intuitive design of StrongBox to streamline workflow and providing your patients with the peace of mind that when they visit your practice, they can quickly check in and leave without any additional hurdles to manage.

StrongBox offers an intuitive cloud based alternative to increase revenue, reduce cost and increase efficiency! StrongBox makes it easy to collect funds & verify demographic information to improve wait times and patient satisfaction and patient retention.

Schedule a demo of StrongBox today!
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