

Checking In to a Better Patient Experience



Baptist Health Implements Self-Service Patient Registration Solution

POSIFLEX AND CLEARWAVE — Best-of-Breed Hardware and Software

The Clear Choice for Patient Check-In

The importance of uptime is especially critical to health care—facilities are open 24/7. Reliability of computer hardware is critical as the option of unreliable computers is manual paper, which is time consuming and prone to error.

Posiflex as the computer hardware platform is fan-free, which results in a quiet kiosk and eliminates a mechanical point of failure. Additionally, the peripheral devices such as the scanner, magnetic stripe reader and kiosk are optimized with the hardware system. On the rare case if there are any hardware issues, service and support is available with one call to handle all peripherals.

Clearwave develops its software around the Posiflex touchscreen all-in-one computer hardware knowing it can withstand the maximum uptime demands of health care.

About Clearwave Corporation

Clearwave Corporation, headquartered in Atlanta, GA., is the leading provider of self service kiosk registration and eligibility verification solutions. Clearwave’s solution automates eligibility verification and greatly reduces the time patients spend checking in and sitting in the waiting room. Patient satisfaction improves as lines, paper forms and redundant questions are eliminated and replaced with the convenience of a rapid self service check-in. Please visit www.clearwaveinc.com for more information.

Baptist Health, a three-hospital faith-based system serving Central Alabama, announced the implementation of a self-service patient registration system. The new system reduces patient wait times, enhances patient care continuity and provides doctors the most accurate patient information. Baptist Health’s implementation of self-service check-in kiosks has reduced patient check-in time from an average of 15 minutes to 3 minutes.



“We value our patients’ time and wanted to eliminate the traditional registration process which included a clip board and long forms. The Clearwave system gives our patients access to the latest registration technology, and patients love the ease of use,” said Katrina Belt, Senior Vice President and Chief Financial Officer of Baptist Health. “Patients can use this solution at Montgomery Cancer Center, Carmichael Imaging, Montgomery Breast Center, Baptist Breast Health Center, Prattville Baptist Hospital, Prattville Imaging Center, Baptist Health Physician Group, and Baptist Medical Center South, including in the Emergency Department. Our goal is to have the same convenient patient registration process across all our facilities.”

From the patient standpoint, the registration process is streamlined to allow patients to verify their own information at the kiosk. Patients quickly and easily update information as needed without having to deal with paper forms or wait in lines. From a staff perspective, there is visibility over the check-in process so the team knows immediately when a patient arrives. The overall impact is to reduce patient wait times and streamline patient registration.

“Baptist Health is a recognized best practice health system known for improving the patient experience and the efficiency of their operations,” said Eric Anderson, COO of Clearwave Corporation.

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— Katrina Belt
VP & CFO, Baptist Health

“We are excited to be their partner in providing a unified patient experience across the Baptist Health provider network.”

About Baptist Health

As the area’s largest provider and tertiary referral center, Baptist Health is a three-hospital, faith-based system serving Central Alabama and a 2012 Thomson Reuters Top 15 Health System. Noted as the number one hospital in Alabama for cardiovascular services, Baptist Medical Center South is a 454-licensed-bed regional acute care referral center and the flagship facility for Baptist Health; Baptist Medical Center East, a Truven Health Top 100 hospital for three of the past four years, is a 150-bed acute care hospital providing a broad range of healthcare services, specializing in obstetrics and women’s services; and Prattville Baptist Hospital, named a Distinguished Hospital for Inpatient Care by JD Powers & Associates, is an acute care, community hospital with 85 licensed beds, offering a full range of health services to residents of Autauga and Elmore counties. ■

