

# Family medicine clinic reduces patient wait time and increases collections with Phreesia

📍 5 physicians, 1 location in Brighton, CO

🕒 Phreesia user since September 2014

Platte River Medical Clinic selected Phreesia, the nation's leading healthcare point-of-service platform, as a method of collecting accurate patient information and improving patient collections. But after implementing the solution, the practice found that Phreesia provided many more benefits as well. Kate Euser, practice manager at Platte River, sums up Phreesia's benefits thusly: "Phreesia has added tremendous value to our front office. The Phreesia-athena integration allows front-desk staff to focus on their most important tasks, which has improved the patient experience. In addition, the clinical team is now receiving and reconciling patient information instead of conducting interviews, and patients are providing more complete and accurate information."

## Front-office Improvements with Phreesia

- **Collect more at the point of service:** Because Phreesia automatically asks all patients to pay as they check in, Platte River has **increased its copay collection rate to 88%, reduced accounts receivable by over \$28,000** and sends **50% fewer billing statements** each month!
- **Staff shift to higher-value tasks:** By having patients check in and update their information on the PhreesiaPad, Platte River **saves 150 hours per month** in patient registration time. Receptionists now have time to individually welcome patients, New Patient Coordinators can remain in the call center to answer phones, and the clinical team no longer has to conduct interviews in the exam room—all of which **reduce door-to-doctor time and improve the overall patient experience.**
- **Maintain comprehensive, accurate patient data:** Phreesia collects all necessary patient information electronically, via the PhreesiaPad. With its **tight integration with athenahealth**, Platte River has eliminated time-consuming data entry and scanning from its workflow. Patient balances, demographic information and signed consent forms are automatically uploaded to athenaCollector, and clinical information is sent to athenaClinicals for review.

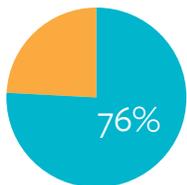


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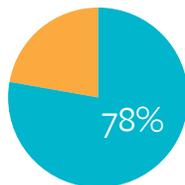
“Our patients love how easy it is to use Phreesia. They adopted it quickly and are using it as if it is what we have always had. Phreesia has improved our patient experience and reduced our door-to-doctor time frame!”

– Kate Euser, Practice Manager  
Platte River Medical Clinic

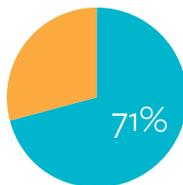
## Platte River Patients Love Phreesia!



Like the option to pay privately



Find Phreesia easy to use and understand



Prefer Phreesia to paper forms