

AccuReg is consistently ranked best-in-KLAS by our clients because of the support they receive from our client services staff. Two aspects of our process set AccuReg apart are our *Solutions Consultants* and *Certified Consultants*.

- *AccuReg Certified Consultants*, are a separate team that comes on-site for a specified time, generally post-implementation, to assist with change management, solutions optimization and stabilization. These are usually short-term engagements, which are supported long term by our *Solutions Consultants*.
- Each of our clients is assigned a *Solutions Consultant* who meets with them on an ongoing basis for the life of the contract. The *Solutions Consultant* reviews how a client is using AccuReg tools and determines what steps to take to maximize value.



### Assessments, Training and Recommendations to Support Your Hospital

Our *Solution Consultants* provide ongoing support to *Patient Access* and *Revenue Cycle* teams to help maximize return on investment through the following services:

#### Assessment

- Engage client CFO, Patient Financial Services and Patient Access teams as their trusted advisor
- Identify barriers and develop strategies to meeting financial and patient experience goals
- Patient-flow, registration and billing current state process mapping
- Perform front-end observations, create a performance snapshot and analyze pre-visit data
- Report findings and follow-up with stakeholders and responsible parties

#### Optimization

- Review QA snapshot with CFO, Patient Financial Services and Patient Access leadership
- Identify technical improvement opportunities
- Communicate with AccuReg Client Services for resolution of issues or future product enhancement development
- Propose specific, actionable interventions for meeting financial and patient experience goals
- Coordinate with additional AccuReg resources as needed

#### Training

- Demonstrate and train hospital staff on appropriate AccuReg modules
- Integrate AccuReg reporting into process improvement initiatives
- Observe hospital staff using AccuReg modules to ensure one-to-one knowledge transfer
- Assisting in creating a collections culture through soft-skills training

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### Consulting Services

- Solutions optimization
  - Utilization assessment
  - Culture change
  - Productivity analysis
  - Leadership and staff engagement
  - Industry best practices
  - Financial analysis
  - ROI assurance
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## Create a Patient-Centric Collections Culture

See how your hospital measures against industry best practices. We'll perform an assessment using your annual registrations and net patient revenue to provide you with a Revenue Cycle Opportunity Report. Then, we will provide recommendations on how to improve your technology, workflow and staff. We will continually assess your progress and meet with you to optimize your performance.

## Assessment Objectives

1. Schedule pre- and post-meetings with key leaders; identify client objectives of desired future state
2. Gain an understanding of the current state of the Patient Access workflow from the physician order to patient discharge
3. Assess strengths and weaknesses of operational Patient Access workflow from physician order to patient discharge
4. Identify ways to avoid costs and increase revenue
5. Identify opportunities to maximize the use of technology and minimize human intervention where errors most often occur
6. Identify challenges created by multiple front-end registration and revenue cycle systems
7. Determine the level of both manual and automated re-work, and develop denials prevention initiatives
8. Assess patient satisfaction and engagement levels during the pre-registration process
9. Identify opportunities for improvement and present them in the assessment documentation
10. Identify specific plans of action to realize maximum ROI and meet financial and patient experience objectives

## Optimizing the complex Patient Access Experience™

The Patient Access Experience™ is the single most important touchpoint that a hospital has with its patients – it is when the patient develops an impression of how good the service is that extends past registration into the clinical experience.

AccuReg has spent more than a decade standardizing and automating each step in this process through our industry-leading front-end technology, streamlined and automated processes and experienced staff.



Contact us today to find out how our Solutions Consulting can transform your Revenue Cycle from the front end.

The front-end revenue cycle specialist  
[AccuRegSoftware.com](http://AccuRegSoftware.com)  
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