

GOODBYE ERRORS

Registration QA

Prevent. Let's face it, manually reviewing all of your patient registrations for every possible type of error is a daunting, if not impossible task. Even then, many errors go undetected until they reach billing, which result in rework and denials. AccuReg Registration QA automatically audits 100% of your patient registrations for hundreds of client-specified error types and immediately reports them back to the responsible registrars for correcting before billing - preventing most of the rework and denials that negatively impact your facility today.

Accountability. AccuReg Registration QA provides simple tools that help registrars understand what their errors are and how to correct them while also helping them learn how to prevent errors in the future. Training registrars is made easier with AccuReg Registration QA by providing tools to track and measure performance, identify individual training needs, deploy educational content, and create custom tests to make sure they comprehend the information. Ad-hoc reporting and dashboards give easy access to track and measure performance by employee, location, facility, region, and system. Performance metrics and test scores can be used to support a career laddering program. It has never been easier to track, measure, influence, and prove the value of the work of patient access.

The Results

- ✓ Better clean claims, denials, and rejected claims rates
- ✓ Less rework
- ✓ Lower returned mail cost
- ✓ Improved consistency, quality, and speed of registration
- ✓ Higher patient satisfaction

Features:

- ✓ *Unlimited Edits*
- ✓ *Pre-Registration and Registration Auditing*
- ✓ *Staff Training and Testing*
- ✓ *Scorecards, Dashboards, and Ad-hoc Reports*
- ✓ *Address Validation*
- ✓ *Revenue Cycle Performance Statistics*
- ✓ *Patient Check-In and Patient Arrival Tracker*
- ✓ *Mobile Application*
- ✓ *Threshold Alerts*
- ✓ *Resolution Failure Escalation*



Contact Us to Schedule a Demo
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AccuReg Registration QA Allows You To Produce Accurate Patient Registrations That Result In Clean Claims.

Unlimited Edits. AccuReg clients enjoy unlimited edits and edit modifications created by the AccuReg support team at no additional charge. Users can also create and modify edits themselves using the Edit Builder.

Pre-Registration and Registration Auditing. Provides distinct tracking and reporting for both pre-registration and registration. Different sets of edits can be set up to run during pre-registration and registration based on the details of your registration process.

Staff Training and Testing. Easily distribute educational content and policy updates and deploy custom tests to ensure registrars comprehend the material. Tests can automatically be assigned based on thresholds you set related to specific error types.

Scorecards, Dashboards, and Ad-hoc Reports. Ad-hoc reporting, dashboards, and graphs provide easy access to track and measure performance by employee, location, facility, region, and system. Reports can be scheduled and emailed to select recipients. Track critical patient access key performance indicators such as initial and final accuracy rates, resolution rates, and more.

Address Validation. Automatically validates addresses against the USPS database to confirm they are valid mailing addresses. Registrars can also perform manual look-ups as needed.

Revenue Cycle Performance Statistics. Track revenue cycle key performance indicators and report on progress over time. Dashboards show correlation between registration accuracy performance and revenue cycle key performance indicators.

Patient Self Check-In and Patient Arrival Tracker. Patients check in using our iPad app. This kicks off patient wait time tracking in AccuReg Patient Arrival Tracker, which will measure the time patients spend in the waiting room and the time they spend in the registration booth. View a dashboard that shows how long all patients have been waiting and which cases are most urgent.

Mobile Application. Our mobile-friendly app gives supervisors access to work queues, reports, and dashboards while they are on the go.

Threshold Alerts. Supervisors can choose to set volume and/or frequency thresholds and be alerted via email and/or text message when thresholds are met.

Resolution Failure Escalations. Supervisors can choose to be alerted via email and/or text message of unresolved fatal errors.

We empower patient access teams
to drive revenue cycle results.



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