8 Critical Patient Access Gaps Your EHR Won't Tell You About

While EHRs provide a wide array of clinical capabilities, buyers are often disappointed when they find significant gaps in critical patient access and digital engagement functionality—even when the EHR vendor says "we can do that." EHRs are not purpose-built with the intelligent automation required to manage multiple, complex patient access processes and deliver the pre-service experience patients want along with the financial clearance process that providers need.

The eight capabilities below enable providers to manage patient access and engagement processes that improve patient experience, revenue capture and cost reduction. Combining your EHR's expertise in clinical data management with AccuReg's market-leading patient access, intake and engagement solutions fills these gaps in your EHR to ensure the data integrity and automation necessary to prevent denials, improve patient experience, increase staff productivity and deliver the financial results you expect, all integrated with your EHR.

Critical Patient Access Capabilities	AccuReg	Epic	Cerner	MEDITECH	cpsi
Financial and Administrative Data Accuracy — Automatically audit 100% of patient accounts registered in the EHR with a continuously updated rules engine that detects, alerts and enforces accurate data collection and early prevention of avoidable denials	Full	Quarter	Quarter	Quarter	Empty
Advanced Real-Time Eligibility (RTE) Partner — After 271 transaction delivery, automatically audit data based on local denial patterns to detect incorrect payer or benefit limitations and engage staff in real-time proactive denials prevention vs reactive denials management	Full	Quarter	Quarter	Quarter	Quarter
Performance Reporting, Accountability and Training — Track and improve individual and team productivity, accuracy and competency with performance reports, training and testing auto assigned based on error patterns, scorecards and industry standard benchmarks	Full	Quarter	Quarter	Quarter	Empty
Improve Patient Flow (Throughput) Management — Improve cross-department collaboration and communication and increase patient satisfaction with comprehensive tracking and dashboards throughout the patient care journey	Full	Quarter	Quarter	Quarter	Quarter
Digital Financial and Administrative Engagement — Provide comprehensive digital pre-reg and registration beyond appointment reminders, intake and estimation to include patient tracking, financial clearance and data quality auditing that are vital to reimbursement	Full	Half	Half	Half	Quarter
Accurate Price Estimates — Enable payer contract terms and chargemaster rates, service-specific benefit and copay information, real-time deductible balances supported by claim and remit analysis to automatically create trusted, compliant estimates	Full	Quarter	Quarter	Quarter	Quarter
Rules Engine Maintained by Experts — Reduce staff burden and identify and prevent avoidable denials with an intelligent learning rules engine constantly updated with remit denials analytics and experts who track regulatory and payer requirements	Full	Empty	Empty	Empty	Empty
Automated Prior Authorization Processes — Decrease the staff, time and resources required to manage prior authorizations by automating determination, submission and retrieval, integrated with the EHR	Full	Quarter	Quarter	Quarter	Empty

Comparisons are based on native EHR capability, and with the exception of RTE, do not reflect third-party bolt-on capabilities.

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