

Ambulatory Workflow Integration & Optimization

Capturing valuable opportunities where clinical process and technology workflow intersect

Ambulatory clinics often adopt or upgrade EHR platforms with the goal of more safely and efficiently serving patients. But the culmination of interdependent clinical tasks that occur within the ambulatory environment is complex, and unless the technology is fully aligned with these workflows, opportunities for improvement will exist.

Benefits of ambulatory workflow integration and optimization include:

- **Increased Revenue:** Improving access and capacity to see more patients drives revenue growth, and improving revenue cycle management processes increases yield.
- **Decreased Cost:** Maximizing utilization and allocation of resources, including staff, equipment, and facilities, will improve ROI.
- **Enhanced Patient Experience:** Efficient workflows contribute to shorter wait times, reduced appointment scheduling delays, and smoother transitions between stages of care.
- **Competitive Advantage:** Healthcare organizations that demonstrate efficient ambulatory clinical workflows and high patient throughput rates attract more patients and referring providers.

Effective integration of people, process, and technology requires a collaborative approach

Clinical workflow plays a vital role in successful implementation and adoption of an EHR. To maximize the value of your technology, Impact Advisors harnesses the constructive interaction between your IT and clinical teams by guiding them through an end-to-end, cooperative review of daily tasks and processes and the technology workflows designed to enable them. Opportunities for better alignment and removal of "friction" inevitably surface, as well as improved data accuracy and reporting.

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The Impact Advisors Difference: Our People

The depth and breadth of Impact Advisors' clinical (Nursing, ED, Ambulatory, Outpatient, Lab, Peri-Op, and Imaging), operations, analytics, and technology expertise – particularly our Epic skills and knowledge – ensure delivery of clinically optimized, evidencebased, tech-enabled solutions at the point of care.

| | PRE-VISIT |
|---|--|
| | Scheduling / Registration |
| | Document Preparation |
| | Demographics / Payer Process |
| - | Appointment Reminders |
| Ų | 9 VISIT |
| | Check-in |
| | Rooming / Nurse / MA Activities |
| | Physician Visit / Procedure |
| _ | Check-out / Referral Mgt / Follow-up |
| 2 | POST-VISIT |
| | PUST-VISIT |
| | Follow-up / Scheduling |
| | |
| | Follow-up / Scheduling |
| | Follow-up / Scheduling Lab / Diagnostic Follow-up |
| | Follow-up / Scheduling Lab / Diagnostic Follow-up Referral Mgt |
| | Follow-up / Scheduling Lab / Diagnostic Follow-up Referral Mgt Transition to Infusion |
| | Follow-up / Scheduling Lab / Diagnostic Follow-up Referral Mgt Transition to Infusion Encounter Close / Billing |
| | Follow-up / Scheduling Lab / Diagnostic Follow-up Referral Mgt Transition to Infusion Encounter Close / Billing COMMON OPPORTUNITIES |
| | Follow-up / Scheduling Lab / Diagnostic Follow-up Referral Mgt Transition to Infusion Encounter Close / Billing COMMON OPPORTUNITIES Scheduling Standardization |
| | Follow-up / Scheduling Lab / Diagnostic Follow-up Referral Mgt Transition to Infusion Encounter Close / Billing COMMON OPPORTUNITIES Scheduling Standardization Standard Work |