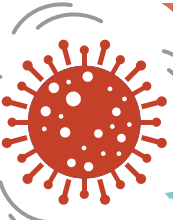


# Contactless Pre-Registration & Intake

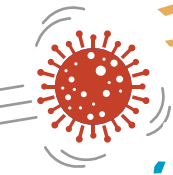
Four reasons digital self-service is a must-have technology

## COVID-19 created persistent and costly patient safety concerns



**52%** of patients are more afraid of COVID-19 than stroke or heart attack <sup>1</sup>

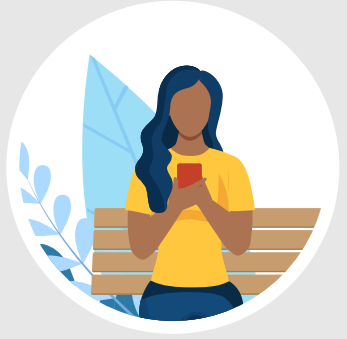
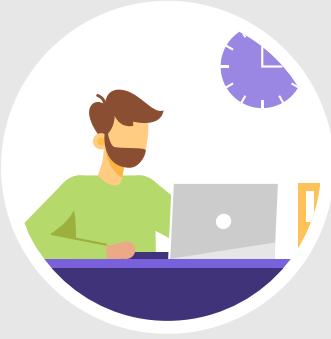
**68%** of patients who delayed care due to COVID-19 plan to proceed with care <sup>2</sup>



**1 in 5** patients would switch providers for one that demonstrates better COVID-19 safety <sup>3</sup>

**\$100M** annual cost to a health system when a patient switches providers <sup>4</sup>

## Self-service technology lets patients avoid unnecessary contact and it improves efficiency and financial performance



**1** Encourages pre-registration in advance  
*Let patients use their own device to enter/update demographics, complete forms and scan cards, which is faster and safer.*

**75%\***  
improvement in patient satisfaction scores

**2** Saves time and reduces in-person contact  
*Decrease staff time spent on administrative tasks, freeing them up for more complex patient service needs.*

**50%\***  
reduction in front desk/administrative activities

**3** Increases point-of-service payments  
*Integrate patient payment options seamlessly within the mobile pre-registration process to increase collection yield.*

**90%\***  
co-pay collection rate

**4** Optimizes visit capacity  
*Expedite registration and check-in to keep schedules on time, resulting in higher patient volume and revenue.*

**80%\***  
on-time clinic performance

\*Client results achieved using R1 Patient Intake solutions.

## Excellent patient and provider experiences are central to financial recovery

A mobile, touch-free pre-registration and intake approach not only gives patients confidence to come back for in-person visits, but also streamlines the process across all settings – even virtual care.

Watch this webinar, [Lessons Learned Deploying Contactless Pre-Registration and Intake](#), or [contact us](#) to learn how a contactless approach pays for itself with greater satisfaction, higher volume and lower costs.



R1 RCM is a leading provider of technology-enabled RCM services which transform and solve revenue cycle performance challenges across hospitals, health systems and group physician practices. R1's proven and scalable operating models seamlessly complement a healthcare organization's infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.

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