Make Digital Orders the Foundation of the Rev Cycle

Streamline financial clearance, increase reimbursement and improve patient and provider experiences

Manual order processes are fraught with costly errors, omissions and delays

$372B annual cost of US healthcare administrative complexity [1]

94% of physicians say prior auths lead to care delays [2]

$5M average annual revenue at risk due to denials [4]

90% of healthcare providers still rely on fax communications [3]

Up to 65% of denied claims are never resubmitted [5]

R1 Entri™, an intelligent patient access solution, operationalizes digital orders to accelerate financial clearance and care delivery

This comparison uses a diagnostic imaging order to illustrate how a digital process creates a smooth journey for patients and providers, while streamlining all the tasks down the road, versus the manual process that results in a disjointed and frustrating experience.

Manual Order Process

- Physician hands patient a paper order that may be incomplete or ignored.
- Patient calls and is booked 2 weeks out to allow financial clearance.
- Authorization denied due to missing information.
- Multiple calls required to obtain missing information.
- Patient rebooked at in-network location; empty appointment wastes costly resources.
- Patient receives exam and waits for the bill.
- Provider finally receives results and proceeds with next steps in treatment.

The manual order process may have included errors and omissions that cause denials and slow payment. The patient experienced frustration and care delays due to multiple phone calls, long scheduling lead time and last-minute rebooking.

Digital Order Process

- Physician instantly transmits a complete electronic order.
- Order triggers automated financial clearance.
- If required, prior authorization obtained within 3 business days.
- Patient automatically invited to self-schedule and is guided to an approved appointment.
- Patient completes pre-registration and intake forms prior to arrival.
- Patient received imaging exam, pays co-pay at time of service.
- Provider receives results and proceeds with next steps in treatment.

The digital order process assures accuracy and completeness that prevents denials and speeds payment. The patient experienced a convenient, self-service process to receive care and make payment quickly.

R1 Entri helps clients enhance patient and provider loyalty and improve performance

Automated, rules-based processes assure the right patient is scheduled for the right procedure at the right location with all the right resources every time.

Health Systems

30% increase in order-to-appointment conversion rates

67% of orders clear automated auth determination within minutes

20% reduction in front-end denials

20% improvement in patient cash yield

40% improvement in patient satisfaction scores

Patients
Patients follow through with care and understand financial responsibility.

Referring Providers
Referring providers coordinate care effectively and know when patients receive recommended care.

It's time to move beyond manual processes and point solutions

By making a clean digital order the foundation of your revenue cycle, you not only speed up care and improve patient satisfaction, but also reduce denials, increase revenue, and improve provider loyalty.

Download our whitepaper, Establishing a Digital Marketplace, to understand how the R1 Entri drives competitive advantage through consumer and provider engagement or contact us to schedule a personalized demonstration.