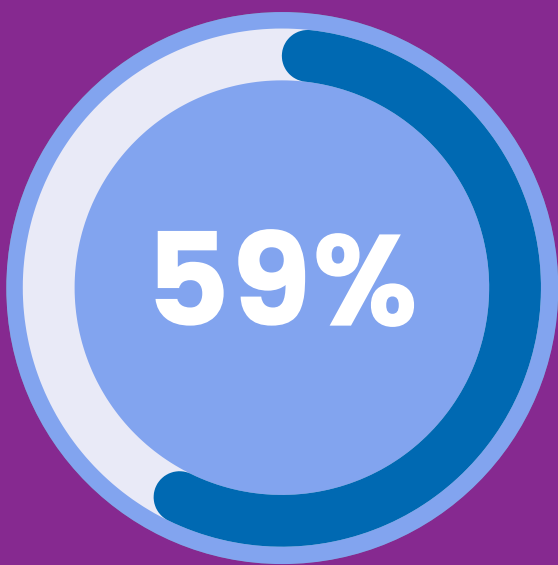# Pitfalls of Patient Intake

And how to address them

59%

Patient Access is Driving Digital Transformation:

59% of healthcare leaders say improving access is their top goal for Digital Transformation.

The Future of Digital Transformation in Healthcare - 2021 U.S. Research Report, Lumeon and Sage Growth Partners

> **A lot of the work we're doing could be automated....I'm a big believer in 'automate where you can', when it makes sense**

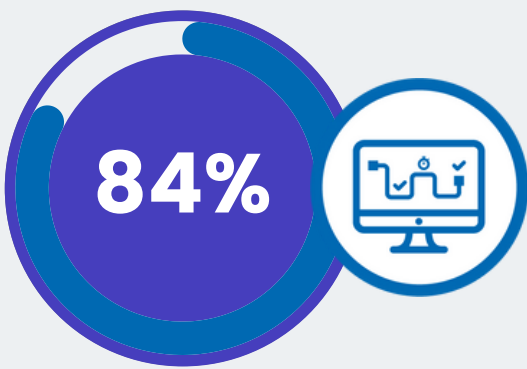Operations Director, Care Navigation, Academic Medical Center

Automation is Key To Patient Access

No. 1 priority for achieving Patient Access Center goals in 2021 was "Use of Automation Tools"

U.S. Patient Access Leadership Research 2020/21, Lumeon and Sage Growth Partners

72%

72% AGREE PATIENT ENGAGEMENT CAN ONLY WORK IF IT COORDINATES STAFF

84%

84% AGREE A REAL-TIME VIEW OF EACH PATIENT'S LOCATION ON THEIR CARE JOURNEY IS CRITICAL

U.S. Patient Access Leadership Research 2020/21, Lumeon and Sage Growth Partners

Why Address Patient Intake Now?

- **Need for more staff:** burnout, exhaustion, illness and attrition across all roles and levels.
- **Patient volumes higher and more acute:** during the pandemic, patients delayed preventative care, cancer screenings and non-essential visits.
- **Need to streamline systems:** Multiple engagement technologies and data systems result in fragmented care.

A platform to orchestrate care can address all these issues, starting with Patient Intake as the first priority.

Learn more at www.lumeon.com

Top 5 Reasons Patient Intake is Failing Today

While seemingly simple, the process involved in patient intake is complicated, involving multiple steps across multiple teams within healthcare organizations: registration, billing and insurance, medical history, privacy, and consent; that all have to be completed before an appointment. This often feels like lots of duplication to the patient, with many steps involving many staff members.

Lack of COORDINATION

Staff lack visibility of what has been done, what to do next, what is more urgent, while tasks overlap between people leading to confusion.

Lack of READINESS

Patients arrive with incomplete insurance, orders, consent and documentation making the appointment unnecessarily unproductive.

Lack of AWARENESS

Patients are left confused or uninformed about their role in their intake process, what to do next, when to do it, and are not sufficiently supported to complete tasks.

Lack of COMPLIANCE

Patients have not followed the correct process and/or plan of care and care teams were unable to contact the patient or dedicate enough time to keep them on track .

Lack of CONTINUITY

Disjointed experiences lead to the ball being dropped and the patient becoming stuck or left behind along the way.

5 Ways to Deliver an Amazing Patient Intake Experience

By combining the following five capabilities in one platform, you can comprehensively address the top issues for patient intake. This approach ensures you connect, automate and coordinate the entire intake experience, doing this in real-time with other mission-critical systems such as the electronic health record, patient portal, and revenue cycle management.

Proactivity at Work

Automate orders, communication, data collection, data processing, decision support recommendations, risk triage, tasking and escalation.
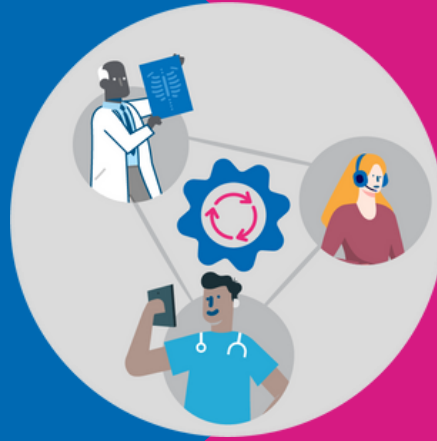
Personalize for Everyone

Create a specific care plan and workflow for every patient, adapted to their disease, procedure, preferences, risks, and engagement.

Guides Everyone Involved

The system thinks ahead and has a personalized plan of action. It drives the process of care forward, even in the absence of a care team member.
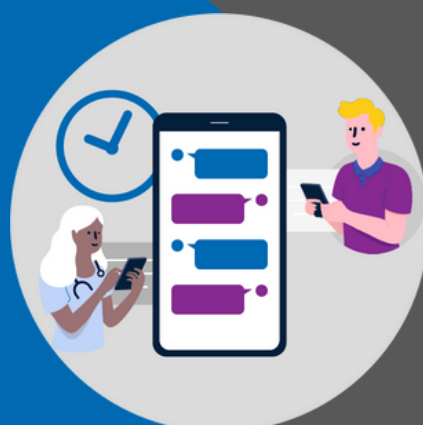
Continuous Care

The ideal care process is planned and designed from beginning to end, ensuring smooth transitions bridging every step.

Real-Time

The intake process reacts in real-time to new and changing information, such as modification to the appointment, patient risks, arrival time, and order sets.

For more information or a demo contact the leaders in care orchestration at:

info@lumeon.com