



Case Study

About Arkansas Verdigris Valley Health Centers

- Arkansas Verdigris Valley Health Centers is a Medical Group that specializes in Women's Health, Advanced Practice Nursing Providers Assistance, and Family Medicine
- 4 practice medical offices located in Oklahoma
- 6,500 patients seen annually

Qure4u Solutions Used

- All-in-one Patient App
- Remote Check-In
- Digital Check-In
- Telehealth

The Challenge

Arkansas Verdigris Valley Health Centers was looking for a digital solution that would allow them to engage with their patients, improve patient experience and outcomes while optimizing their patient intake process, and increasing revenues.

The Results and Benefits

After implementing Qure4u's All-in-one Digital Platform, Arkansas Verdigris Valley Health Centers saw immediate benefits, including an average of 74% adoption rate of the All-in-one patient app and the in-office iPad's across all of their 4 locations. They eliminated roughly 90% of paperwork handed to the patient or require for the patient to complete, increased staff time to take phone calls and reduced hold times for patients calling in. Proportionately a significant increase in more accurate patient data, including contact information and demographics. With Qure4u, patients now spend, on average, 9 minutes with the intake staff instead of the average time of 24 min before our implementation in 2017, allowing each of their providers to see 5 to 7 more patients per day.

Has the investment been worth it?

Yes, the investment has been excellent for our organization. We have saved \$8,454 in a paper alone in 2019. We are seeing reduced hold times for callers, as the reception can now hand iPad's to the patient and continue to multi-task. The nursing staff can complete the intake faster and more accurately, which has allowed our providers to see 5 to 7 more patients per day, which in turn equates to an increase in revenue of nearly \$500,000 annually for our organization.



Lessons learned from integration

The lesson we have learned from the implementation was to not over staff this project, as we expected the project to be very labor intensive. However, we were able to roll out the product with myself and the clinic manager over 4 clinics within 4 days. My advice for anyone would be not to overthink the project as it is a very simple roll-out.

Overview

Customer	Technology	Min/Hrs Saved	Income Savings	Additional Savings
Arkansas Verdigris Valley Health Centers	All-in-one Patient App Remote Check-In Digital Check-In Telehealth	Time saved = 6 new patients per day, or \$6,000 per month, per provider	1,192 Save Staff Hours Annually x \$13 \$15,496 Revenue Increase	90% of paper patient paper work eliminated, \$8,454 saved in 2019