

How Arkansas Urology partnered with Health Note and athenahealth to automate physician notes and staff workflow during COVID-19 and beyond

metrics at a glance:

33,000+ patient visits powered by Health Note in the last 90 days

ROI - Decreased staff needed for check-in, increase MIPS scores, less physician burnout, increased capacity

33 providers on platform

>90% of patients providing information before seeing provider

14 average minutes saved per visit

all metrics provided by Health Note and Arkansas Urology



challenge

Offices spend hours daily, collecting, documenting and organizing patient information.

Arkansas Urology, the largest urology practice in the state has 14 locations. They were finding that their providers and staff were spending lots of time collecting information from patients. This was putting a squeeze on everyone in the practice.



solution

Patients answer clinical questions, Health Note automates a note and integrates into athenaClinicals.

Health Note sends a text message with a link to patients prior to arrival. It asks all of the questions that would be asked during check-in, including license, insurance, and credit card, but also uniquely asks clinical-grade information with algorithms and discretely integrates it into a patient's athenaClinicals chart.



results

Better data collected from more patients. Automated screening and documentation for 100% of patients.

Arkansas Urology can now collect 100% of their required information, directly from patients prior to seeing providers. The time that patients spend prior to the visit enables greater flexibility during the office visit. Patient charts are now pre-populated, helping staff, physicians, and even MIPS scores. Patients can now easily see their payment options prior to arrival.

“Health Note helps our providers and staff see patients more effectively and efficiently.

— Scot Davis, CEO, Arkansas Urology

“With the advent of COVID-19, enabling remote care is more critical than ever. Health Note helps us help patients.

— Ian Moore, CTO, Arkansas Urology

Integrate with Health Note today by visiting the athenahealth marketplace

athena is in financial agreements with both Health Note and Arkansas Urology