

All Island Gastroenterology (AIG) streamlines operations and increases profitability using e-forms

As their practice expanded, AIG needed to streamline operations. Paper forms, errors and delays meant that doctors spent time waiting for paperwork rather than seeing patients.

Working together, Digiscribe and frevvo delivered electronic versions of AIG's paper forms in a matter of weeks.

AIG has improved patient satisfaction while simultaneously increasing profitability and has achieved a 300% return on their investment.



Customer Profile: With over 15,000 patients, All Island Gastroenterology & Liver Associates (AIG) must handle a large number of patients on a daily basis.

Business Situation: Patients often spend 15-20 minutes in the office filling out paper-based forms such as medical history and post-procedure surveys. The resulting delays and back-ups imply that doctors can see fewer patients, AIG requires additional staff time and the quality of the patient's office visit goes down.

Solution Summary: AIG chose Live Forms to quickly create electronic versions of their Medical History and Post-Procedure Survey forms. Patients can electronically complete their medical history from their home computer. The form automatically ensures accuracy of the data, guides patients through the process of filling it out and the data is available when the patient arrives at the office. Working together, Digiscribe and frevvo were able to deliver a solution that met the hospital's requirements in weeks.

"Live Forms eliminates errors and delays. Our doctors can spend more time actually caring for patients instead of waiting for paperwork. Electronic forms are helping us increase the profitability of our operations."

Michaela Faella, Practice Administrator

Benefits:

- Improved patient flow allows doctors to spend less time on paperwork and more time on caring for patients.
- The quality of patient office visits goes up and patient satisfaction is higher.
- If just 50% of patients fill out one form (Medical History) online, AIG's doctors will gain 3-4 extra hours of billable time each week, a value of \$100,000 annually.

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