

Case Study:

How Advocatia's Platform Increased Staff Flexibility and Enrollments for WakeMed

About WakeMed

Serving the community since 1961, WakeMed Health & Hospitals is the leading provider of health services in Wake County, NC. Operating several hospitals and outpatient facilities with over 1,000 beds, WakeMed provides a broad range of services to a large and diverse patient population, reflecting its significant presence and impact on regional healthcare delivery.

Real Results

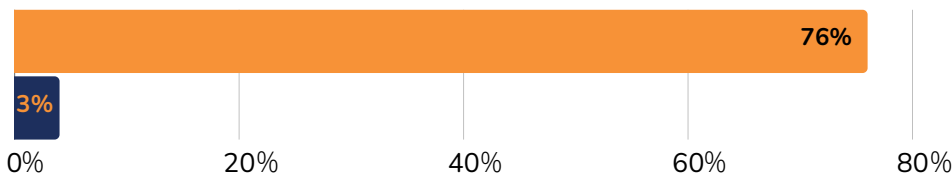
Empowered Team:



Advocatia's technology allowed 87% of applications to be completed by just 8 users, saving time and allowing the ability to reallocate FTE hours where needed*

Increased Engagement:

WakeMed Industry Average



WakeMed achieved a 76% engagement rate; compared to the industry average, which is 3%*

Patient Satisfaction:



4.9 Star Rating

Patients who use our benefit screening platform rate it 4.9 out of 5 stars**

"This tool has freed up resources and allowed us to achieve improved engagement rates from our self-pay population, which has led to an increase in conversions."

Jeff Neisen

Vice President, WakeMed Revenue Cycle

In today's evolving healthcare landscape, technology plays an essential role in overcoming challenges. Increasing patient volumes and staffing shortages have created a series of complexities that many organizations face. Utilizing technology helps hospitals enhance efficiency and adapt to a changing environment while continuing to deliver superior care to their communities.

Advocatia Solutions partners with hospitals and health systems to simplify public benefit eligibility and enrollment. The technology-based Benefit Screening platform provides increased functionality, such as remote work, the ability to complete applications bedside and provides multiple communication channels to patients in 72 languages.

Utilizing Benefit Screening's end-to-end technology-based capabilities empowers staff and patients to quickly screen and perform all tasks of the enrollment process. Results are uploaded into an EHR, allowing staff to serve more patients in less time and eliminating the need for a paper trail. The platform also allows patients to securely submit documents, input missing information and sign forms remotely through on-demand requests. This helps eliminate many time-consuming tasks, such as scheduling in-person appointments at the hospital or performing home visits.

WakeMed embraces technology, recognizing that traditional methods of screening and enrollment are often not the most effective or convenient for the patient. Leveraging the Advocatia platform helps improve efficiency and accuracy, and provides increased flexibility for both patients and employees.