

Shore Physicians Group

Digitizing the Check-in Process

Shore Physicians Group reduces staff burden, streamlines operations, and increases TOS collections with digital check-in.



Snapshot

- Located in New Jersey
- 9 offices
- 60+ providers

88.9%

patient utilization

37%

increase in TOS collections

7,000+

monthly documents and IDs uploaded

Use case highlight

For their annual “flu shot day,” Shore leveraged Kyruus Health to complete registrations, including a consent form and updates to demographics and insurance. Shore administered a record 398 flu vaccines during the one-day event.

Founded in 2012, Shore Physicians Group is a multi-specialty group with practices located in southern New Jersey. Specialties include: Rheumatology, Internal Medicine, Family Medicine, Neurology, General Surgery, Endocrinology, Reconstructive Surgery, Neurological Surgery, Urology, and Orthopedics.



THE GOALS

Shore’s decision to digitize its check-in process was driven by its patient-focused mission statement, **Keeping You Well Connected**, and the following operational goals:

- **Reduce front-desk staff burnout.** Like many healthcare organizations, Shore struggled to maintain the office staff required to manage their growing patient population. The activities associated with patient check-in were labor-intensive and costly.

- **Establish uniformity and consistency across all locations.** With nine locations and growing, Shore had challenges with creating a uniform check-in process across all sites, causing inconsistent patient experiences as well as reporting and procedural complexities.
- **Speed up intake and exam time.** The prior method of checking in patients was largely manual. It required staff to key data into athenaNet by hand, which was time-consuming and prone to error. This, in turn, caused delays during the intake process and extended exam times.
- **Improve the patient experience.** Shore decided to adopt automated check-in during the pandemic—when patients demanded a solution to provide a safe alternative to in-person check-in. They needed a way to safely screen patients for COVID-19 and collect all of the data and payments for patient visits.



THE SOLUTION

Vendor Selection

Shore evaluated a total of six software vendors for digital check-in, with the following three core requirements:

Interoperability

Needed a platform to seamlessly integrate with athenaNet and support current organizational workflows.

Ease-of-use for staff and patients

Evidence of high approval ratings and utilization by patients as well as high staff adoption.

Onboarding and support

Demonstrated reputation for providing clients with end-to-end training, support, and ongoing responsiveness to needs.

The Choice

Of the six digital check-in solutions Shore evaluated, Kyruus Health was able to present the strongest evidence of meeting the criteria—especially for an athenahealth client. Upon close examination, Kyruus Health's deep and discrete integration exceeded the capabilities of the other vendors and was the only one that did not require a separate dashboard to reconcile patient-entered data. With a long-standing #1 rating in the athenahealth Marketplace and more than 400 5-star ratings, Kyruus Health provided ample testimony of its support and customer success model to the Shore team. Lastly, with a **94 percent** patient satisfaction rating and high patient utilization rates, Kyruus Health met the requirements and won the opportunity to support Shore's needs.



THE IMPACT

Within nine months of implementing **Check-In**, Shore's patient utilization stood at 88.9 percent, meaning almost 90 percent of the group's patients completed some or all of their check-in steps digitally. As a result of high engagement, Shore has experienced significant reductions in staff time, especially for new patient registrations. Shore averages nearly 2,000 screener completions and over 6,700 document uploads per month—without any staff involvement. TOS collections increased by 36.9 percent, and they collect or update over 130 patient emails per month, on average.

One of the key reasons we chose Kyruus Health was because of their deep integration with athena. Patient data flows seamlessly into our EHR, with no need for data entry by staff. Our account manager, Erik, has been amazing—an 11 on a scale of 1 to 10! Kyruus Health's platform is highly configurable and can be customized to our unique workflows across departments and locations. Kyruus Health saves our staff significant time, and our patients love it!

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