

# Case Study

## Pre-Access Best Practices Improve the Patient Experience

Enhanced scheduling + authorization streamline key processes

### PRESCRIPTION

#### Patient Access

### PROFILE

**Organization Type:**  
Non-profit, integrated  
medical services provider

**Size:**  
< \$250M NPR;  
1 hospital

**Location:**  
Northeast

**Relationship:**  
Full outsource partner  
since March 2022

### Problem

The provider faced difficulty with patient scheduling due to an outdated telephone system and disjointed authorization processes, which were predominantly managed by clinical staff. Inconsistent pre-registration led to long wait times and missed opportunities for financial counseling.



Patients at risk  
of **abandoning**  
appointments



**Clinical staff**  
dedicating less  
time to patient care



**Lack of**  
**pre-registration**  
across all patients

### Solution

A strategic partnership between the provider and Ensemble leadership, coupled with Ensemble's expertise and best practices, drove meaningful gains across pre-access operations and improved the overall patient experience.

- > **Enhanced patient experience** by streamlining call flows and updating patient communication processes and technology
- > **Re-focused clinicians on patient care** and aligned authorization processes with pre-access team
- > **Enabled clinical departments** to schedule future appointments at time of service
- > **Optimized existing patient engagement technology** to track no-shows and improve appointment recovery
- > **Focused on denial prevention** by implementing a policy to notify physicians and patients if authorization isn't received a day prior to clinical appointment

### Measuring Success

Since our partnership began, pre-access results include:

14x

reduction of  
incoming call  
abandonment rates

9x

improvement  
in average call  
answering time

10%+

improvement in MoM  
patient experience  
survey scores