

How ProNex's Patient Advocate Dashboard Saved us \$60,000.00

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Our Patient Advocate department is a key group of staff in our practice. This group of experienced ladies works very hard to get the patients from first point of contact through to surgery. It takes a lot of communication and a lot of tracking as we move the patients through a system of insurance requirements and medical clearances.

Along the way, we used a series of databases and spreadsheets. None of them communicated to each other and there were many points of repetitive entry of the same information. Even though we were collecting important data such as seminar attendance and referral sources, we were still not able to produce a meaningful report. It took us hours and hours of manual counting and calculation.

Our goal for responding to inquiries, especially when a patient has attended a seminar is 2 days. The turnaround time had increased to an average of 5 days and we determined that it was time to hire another Patient Advocate to handle the volume of communication.

ProNex implemented their Patient Relationship Management System (PRMS), and we were able to eliminate redundancy, we increased efficiency and it became clear to everyone that we would not need an additional employee. We implemented the new Patient Relationship Management System (PRMS) in 4 weeks.

The Patient Advocates are in love with the new system. The morale is better because the frustration is decreased. The productivity is increased and we are currently contacting people within an average of 3 days. Patients are less likely to fall between the cracks because there is only one source of data for the advocates.

We did not need to hire another advocate. Another FTE would have cost the practice an additional \$60,000/year (with benefits, payroll tax etc)

Our marketing director can now produce reports within one database because leads from our website flow into the Patient Relationship Management System (PRMS). No more redundant entry!!!

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