

Can I reduce intake time by automating assessments?

Shepard Health's proprietary software, **FIXXER™** is a real-time Care Process Management (CPM) platform that enables healthcare facilities to standardize the highest quality of care at the lowest price, monitor the compliance with best practices in real-time, and escalate deviations before errors occur.



Problem: Increased patient intake time can lead to decreased patient satisfaction, staff overtime, increased cost of care, and greater risk for patients to leave against medical advice. Often, delayed intake is due to time required for patients to complete intake assessments. Time required to complete assessments leaves little time for providers to analyze and assess patients' status which leads to treatment of symptoms more commonly than the diagnosis of underlying and contributing condition.



Outcome: Intake for new patients into behavioral health or substance use disorder clinics can take many hours. A bulk of this intake time is spent collecting patient information and conducting assessments. Utilizing clinical staff to complete this intake is very time consuming and expensive. Using **FIXXER™**, intake forms and assessments can be sent to patients prior to arrival and can reduce intake time by more than 25%.



Solution: With **FIXXER™**, behavioral health and substance use disorder assessments can be delivered via text and email allowing patients to complete assessments prior to arrival at the clinic. **FIXXER™** empowers providers with a faster and more comprehensive assessment of a patient's status by digitizing and automating the collection of assessment data. This allow patients to self-report with greater frequency and provides more time for clinicians to interact with patients.

Automated email or text sent to patient with intake and assessment forms prior to appointment



Responses automatically sent to patient chart



Shorter wait time, reduced intake cost, and greater patient volume



Patient completes forms when convenient



Clinicians notified when data is available



More time for clinicians to provide high quality patient centered care

