Case Study

iSign's iCheckIn Accelerates Patient Registration and Safeguards Health Records at Yavapai Regional Medical Center

Hospitals and clinics nationwide are facing many common challenges, particularly in the areas of patient engagement and management. Healthcare facilities are looking for more efficient ways to manage patient registration, admitting, transfers, and discharges.

Not only does increased efficiency positively impact the bottom line, it also improves the patient experience. Satisfied patients are more likely to return or recommend.

As more and more communication between the healthcare provider and its patients becomes electronic, the security of personal and confidential health records is increasingly at risk of being compromised.

Recently, Yavapai Regional Medical Center (YRMC), a leading Arizona-based hospital group, set out to tackle these challenges. It deployed two competing solutions in its environment: one from a well-known EHR software provider and the other from digital security expert, iSign. After completing a pilot project running both systems, the hospital decided to go forward with iSign and its iCheckIn patient registration solution.

The Challenge

Priority number one for YRMC was to improve the process for admitting patients. At the time, patients looking to be admitted needed to stand in line in a lobby and verbally communicate their personal health information at the reception desk.

There were a few problems with this approach. It was difficult, even uncomfortable, for the patient to have a discreet conversation about sensitive medical conditions. In addition, it took on average 30 minutes to process each incoming patient. This led to long lineups, frustrated patients, and put a strain on frontline staff.

Every hospital wants to grow its billings while maintaining excellent customer service, but with this situation, growth was inhibited by an inability to process registrations in a timely manner.

The Solution: iCheckIn Dramatically Reduces Patient Processing Time

Once iCheckIn, iSign's patient check-in kiosk system, was installed at YRMC, benefits were immediately seen. iCheckIn allows patients to register themselves confidentially on easy-to-use self-serve kiosks conveniently set up in the reception lobby. From there, the information is securely transferred to reception. The amount of time required to process each patient improved to 7 minutes from the previous 30 minutes.

Patients now spend less time waiting and are able to share information more discreetly. The hospital can process patients four times as quickly as before, allowing them to redeploy reception staff to other areas of the hospital. YRMC is positioned to grow its patient count cost-effectively without having to add staff.

iCheckIn was able to outperform the EHR software system and did it at a small fraction of the cost. iCheckIn is built so that it is able to quickly and easily adapt to the particular requirements of any hospital with no extra cost. This is in stark contrast to a typical EHR software system which requires its healthcare customers to adopt its particular way of managing patients.

Phase 2: Extending iSign Solutions to Securely Check–In from Home

For the next phase, YRMC is taking advantage of more features of iCheckIn. For starters, the hospital has launched its own YRMC-branded app powered by iCheckIn. This app, available for iPads and Android tablets, lets patients begin the registration process from the comfort of their own homes. Due to the confidential nature of patient information, it is vital that the transmission of the data is safeguarded by the most secure method available.

With iCheckIn, a secure channel between the patient and the hospital is set up. iSign's proprietary End-to-End Dynamic PKI (public key infrastructure) encryption ensures that patient data is safe from hackers and is fully compliant with HIPAA (Health Insurance Portability and Accountability Act). iSign is covered by the HIPAA Business Associate Agreement (BAA) assuring PHI (protected health information) security and overall HIPAA compliance.

Once the patient arrives at YRMC for treatment, they log onto the hospital's secure network to complete the registration process. The entire process is completed in a fraction of the time it used to take and with less YRMC staff involvement.

In addition to the time savings, the hospital staff also benefit from iCheckIn's business

> " **iCheckIn is easy to use.** Our patients from elderly to young are able to check themselves in. A great feature of iCheckIn is that it has color-coded wait time thresholds that will email and send SMS alerts to designated hospital staff notifying them that patients have been waiting an "x" number of minutes of our choosing. By getting these alerts, our hospital is able to respond quickly to our patients' needs and make their visit as smooth as possible. We have also been able to monitor our patient volumes based on hours. This has allowed us to pre-register scheduled patients during these busy hours to further reduce our wait times."

Jason Metcalf,
Director of Revenue
Cycle Services

intelligence (BI) engine. They are able to leverage real-time data to ensure that staffing levels throughout the hospital are optimized.

For example, if the BI data shows that Radiology is about to get slammed with a rush of incoming patients, management can proactively redeploy staff to that department to effectively manage the inflow.

iSign iCheckIn

iCheckIn is a patient check-in kiosk system that streamlines the registration process, reducing the wait times at clinics, hospitals, and any other facilities that require patients to check-in.

Patient information in this HIPAA-compliant system is secured from the moment it's registered using iCheckIn and remains secure from unauthorized access forever.

iCheckIn provides the following capabilities:

- 5-factor authentication protects registration system from unauthorized access

- SMS & email notification when visitors check in or have waited beyond a set time limit

- Tracks patients' progress; monitors the order in which they checked in and how long they have waited

- Web-based cloud management & available on devices using Apple iOS or Android

iSign CyberSecure Solutions

Combining ease-of-use with the highest level of security to keep you safe from cyberattacks, iSign can:

IDENTIFY rogue activity on your network, including on IoT devices
BLOCK unauthorized inbound and outbound networks connections
PROTECT you from external and internal attacks immediately stopping all network breaches

Signing into the iSign system is secured by its proprietary **AI Security Protocol** (see below).

Application & Server Authorization - Applications are validated with unique ID's and keys before communication links are established to prevent unauthorized access.

Device Learning - Proprietary technology automatically pairs your phone with your computer. If an unknown device tries to connect, it is rejected.

Biometric Signature - Faster, easier, & more secure than 2-factor authentication, Biometric Signature leverages artificial intelligence (AI) to learn physical signature patterns (angles, speed, acceleration, and
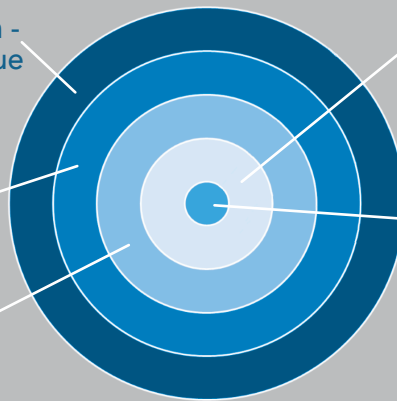
GEO Recognition - GPS-tagging allows iSign to reject any transmission that comes back from a location different from where it was sent.

Dynamic PKI Encryption - iSign's proprietary Dynamic PKI constantly changes the key pairs, making each end-to-end communication highly encrypted and un-hackable.

discontinuities) which are practically impossible to reproduce. AI knows that two signatures from the same person are never exactly the same so if it detects two identical signatures, it knows it's not you.

iSign Partner Network

At iSign, we recognize that to deliver world-class solutions for our clients, it takes more than building world-class products. That's why we partner with the top hardware, distribution, and manufacturing companies in the world.

BlueStar
Your Solutions Distributor

elo   ZEBRA   Honeywell

To consult with our experts please call 206.992.8141 or email info@isignintl.com