

trade your EHR for ROI

Technology investments don't have to be sunk costs.
Choose a partnership that pays off.

Here are four ways athenahealth helps you see a return on your investment.

1. Reduce your fees and expenses.

Low up-front and ongoing costs

All of athenahealth's clients access our services through a single, nationwide network, with low capital required to get started, and minimal time or money required to maintain. Upgrades are pushed across the entire network automatically, at no additional cost, and joining the network automatically gives you access to pre-built connections to:



providers



payers



labs



registries



health information exchanges

Comprehensive services replace vendors

We offer more than technology; we also provide services that take on your administrative work at scale. Our experienced staff manage claims, post payments, process clinical documents, support appointment scheduling, and more, so you can reduce or redistribute your full-time administrative headcount. Don't pay twice for essential services that are already included, such as:



lockboxes



clearing houses



standard interfaces

2. Acquire and retain patients.

Effective outreach

Easily aggregate clinical and claims data to identify care gaps among your patient population, and send automated outreach campaigns targeting those patients. Insights from across our network help you determine when and how to message patients to make an appointment and remind them to show up, and easy-to-use reporting features allow you to learn from each campaign.

Fuller schedules

Predictive analytics help you learn from your experience and that of other providers on our network, so you can intelligently schedule multiple patients for the same slot when a patient may be at risk of cancelling.

Continued engagement

Use the patient portal to send pre-appointment instructions, directions, or information on how to check in. Patients can also communicate with providers before their appointment so that specific issues can be reviewed ahead of time.

80% of athenahealth portal adopters return for a visit within 18 months, vs. 67% of patients who don't use a patient portal¹

3. Improve your organization's productivity

More time with patients

You have direct access to data that measure your performance by location, department, and provider – and the ability to compare your results to other organizations like yours that are part of the athenahealth network. We help you make sense of that data and provide training for your providers and staff to handle EHR and billing workflows more efficiently, leaving them with more free time to focus on patients.

Less time doing administrative work

Our teams take on administrative work at scale for clients across our network – or find ways to intelligently automate work to remove it completely.

- Spend less time tracking down and scanning clinical documents. Our network connections allow you to open many records from other EHRs directly in the patient's chart, and we process all faxes for you.
- Reduce staff time managing claims. Our constantly updated billing rules engine helps you submit cleaner claims; our teams manage denials for you; and we post payments on your behalf.

“With athenahealth, I have a network of experts on our side. I feel like I have a whole army of collectors trying to bring money into our practice for us.” – *Tia Melot, practice manager*

4. Boost your collection rate.

Gain leverage with payers

As part of a national network, you have deep visibility into your own financial performance, as well as the ability to compare your results with those of similar organizations. Access to this financial data helps you identify areas where you're being underpaid compared with your peers, so you can have more productive negotiations with payers.

Avoid payment penalties

We take on the work of monitoring changes to federal quality programs, handle the attestation process for you, and update workflows to help you satisfy requirements easily. Performance dashboards let you track progress on an ongoing basis, so you can avoid penalties and capture incentive payments.

Collect more from patients

We've studied top performers across our network to identify best practices that help you reduce debt from patient obligations – and offer patients a better experience. Those best practices are surfaced throughout your staff workflow to make them easy to follow.

- Credit cards kept on file
- Payment plans available to patients
- Option to pay copays online before appointments
- Easy to understand patient statements
- Online payment via the patient portal

“After two or three years of this environment, our results in the quality-based realm of medicine are excellent. We are measuring those dollars now in the millions.” – *Don Lee, CEO, HealthStar Physicians*

Schedule a meeting today to learn more about how athenahealth can help you see a better return on investment.

¹ Based on athenaNet data on new patient visits gathered in 2014.