

Is your IT department spending too much time on password resets?



Client success story

Precise ID is a product that allows your security officer, and your groups who are dealing with patient efficiency and happiness, to both be satisfied.

— Kevin Romero, Director of Clinical Systems,
AdvantageCare Physicians of New York

Problem

AdvantageCare Physicians adopted a patient self-service portal but had no true identity proofing process for patients. The company needed to safeguard access to the portal and ensure appropriate patient verification so patients could easily log in and access their medical records or schedule physician appointments.

Solution

AdvantageCare Physicians implemented Precise ID® to reduce:

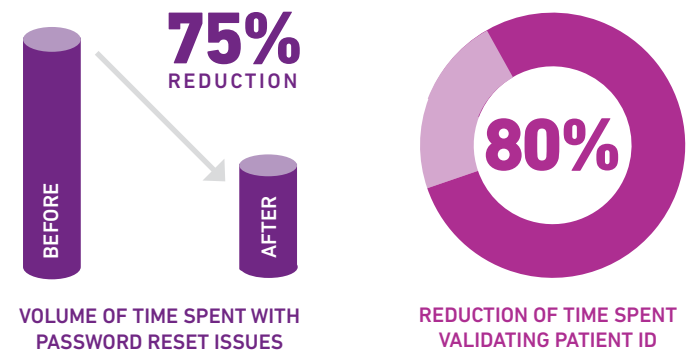
- 1 The number of inbound phone calls from patients who were experiencing challenges or issues signing up for the patient portal
- 2 The number of duplicate medical records that possibly occurred because of a patient signing up erroneously or creating an additional record online
- 3 The back-end processes for when patients have challenges online and need assistance from IT help desk support

Precise ID for healthcare portals provides healthcare organizations with a way to confidently authenticate patients and reduce risk during enrollment. It combines state-of-the-art identity proofing, risk-based authentication and knowledge-based questions with industry-leading data sources to help healthcare organizations securely verify each patient's identity.

Results

To date, AdvantageCare Physicians has **reduced overall patient volume to its IT help desk by 25 percent. With password reset issues, that volume has decreased by 75 percent.** This is a huge benefit to AdvantageCare Physicians, as every time a patient calls and speaks to an IT representative, dollars are paid out. The company also has been able to **reduce the volume of time its health information management staff spends on validating patient IDs on the back end by 80 percent.**

Additionally, while using Precise ID, AdvantageCare Physicians has been able to generate a universal patient identifier (UPI) for each patient. This UPI can be used to identify and match patients with other organizations that are not affiliated with AdvantageCare Physicians.



About AdvantageCare Physicians

AdvantageCare Physicians has been providing healthcare to New Yorkers for more than 70 years. They designed a new practice model with a focus on improved population health management, wellness promotion and a 5-star patient experience.

- 36 locations throughout NYC, Long Island and Staten Island
- 140 primary care physicians
- 150 specialist physicians
- Provides about 10,000 visits per day
- More than 260,000 active MyChart patients