

CityMD Takes Advantage of the Expertise at VAULT to Design an Award-Winning Product

CityMD Urgent Care has always been committed to providing the most convenient healthcare access, while also delivering an exceptional patient experience. Founded by Richard Park, M.D. in 2010, CityMD has grown to over 100 healthcare locations in New York, Washington, and New Jersey. This healthcare organization believes that no patient should feel like an outsider and that everyone should have access to quality, speedy medical care.

THE CHALLENGE

One of CityMD's main goals is patient convenience. Through the years, they've discovered that exceptional customer experiences begins with the simple things, such as making it easier for patients to complete paperwork and forms in the waiting room. With more and more medical offices becoming known for long lines and extensive paperwork, CityMD's CIO Ramu Kannon wanted to figure out a way to make the waiting room experiences at CityMD less frustrating for their patients. CityMD evaluated self-service kiosks as a potential solution, but Kannon discovered that a typical kiosk implementation was not primary care-centric. CityMD then decided to implement a customized solution for their business.



Customer

CityMD Urgent Care
www.citymd.com

Objectives

VAULT's team of experts collaborated with eClinicalWorks to develop a high-grade, patient-centric kiosk solution for CityMD, which was needed to give patients a faster, more convenient healthcare experience.

Solution

VAULT's Self Check-in Kiosk





THE SOLUTION

VAULT, in collaboration with eClinicalWorks, developed a high-grade kiosk solution for CityMD. This solution included specific innovations like the Docuvue identity card scanning system, which allows patients to scan their identification cards and automatically upload the information into the eClinicalWorks EMR.

RESULTS

The combination of the Docuvue system, alongside the patient's ability to view and correct data errors, has led to a more efficient patient registration and check in process. It has also resulted in a large decrease in transcription, billing and claims submission errors.

And patient experiences are now faster and more convenient. It takes less than one minute for a returning patient to check in and only two minutes for a new patient to register and check in. These kiosks have also resulted in a dramatic decrease of paper consumption and have relieved front desk personnel of dealing with routine paperwork so they can focus on other office duties.

With an initial target goal of 40% participation, CityMD surpassed the target in less than a month. Now with 164 kiosks implemented across 73 of their locations, CityMD is achieving an incredible 80% participation rate.

Through maintaining a patient-centric mentality, CityMD has used the expertise at VAULT to improve their patient experience and workflow automation.

