CareCloud

41 Ways Breeze Transforms Patient Experience

breeze

EN

Check In

Payments

Appointments

Check Out

Shop

Office News

Laser eye surgery risks flap
dislocation after lasik.

Is Lasik right for me?

Laser eye surgery risks flap
dislocation after lasik.
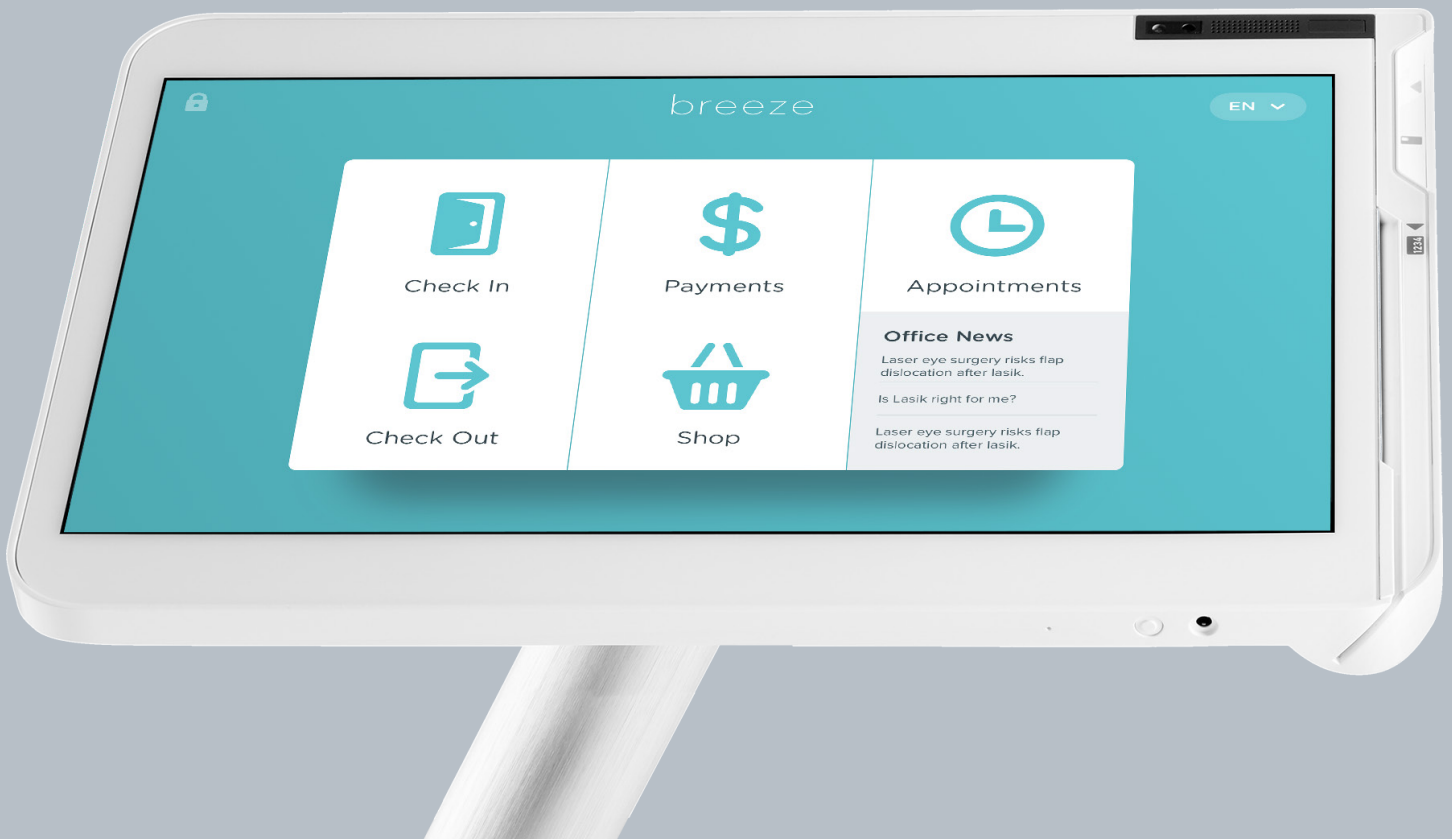
A Better Way

The world of healthcare continues to change at a faster rate than ever before, and nothing has changed as much and as quickly as the role of patients. Seemingly overnight, patients have become the largest payer category for many practices, representing 20-30% or more of their revenues. Improving the patient experience is now just as important as optimizing insurance collections processes.

So - how can you transform the patient experience at your practice to be more modern and efficient leading to greater patient loyalty and a higher collection rate on patient balances?

That's simple - by adding Breeze to your practice management and EHR system. We heard from thousands of medical groups and patients across America to identify their most significant sources of pain and frustration with current patient workflows, and have built Breeze to address them head-on.
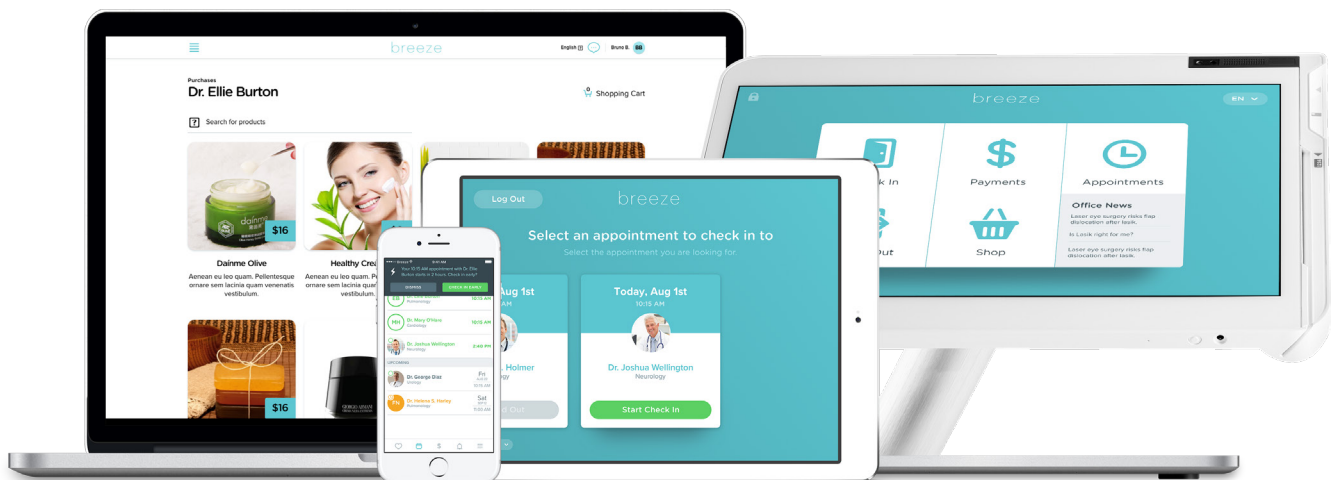
The Patient Experience
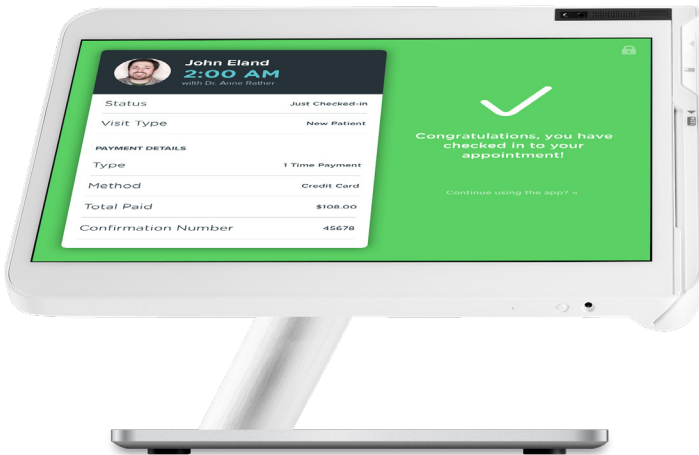
1. **Language support**

   Available in English and Spanish, more options to be added over time.

2. **Accelerated check-in**

   Multiple and faster check-in methods including QR codes.

3. **Improved patient outcomes**

   Powerful communication capabilities mean patients will be able to interact with providers quickly and securely, improving patient outcomes and driving higher satisfaction.

4. **Pre-populated forms**

   Pre-populated forms with known patient information drastically reduce check-in time.

5. **Appointment management**

   Patients can find open appointments, reschedule and cancel them from their mobile device.

6. **Secure messaging between patients and providers**

   Secure and intuitive patient portal to communicate seamlessly, ensuring patient outcomes and satisfaction.

7 Intuitive design

Most patient platforms are payer-centric, not patient-centric. Breeze takes familiar consumer experiences like Yelp and applies them to the care experience.

8. **Ongoing engagement**

   Engage with patients with post-visit forms and survey questionnaires or integrate with the Clover app marketplace to plug in apps to manage contests, solicit reviews and more.

9. **Patient access to clinical information**

   Patients have access to view and download clinical information related to their medical file.

10. **Simplify payments**

    View and pay balances from the mobile device, with stored payment information and automated reminders.

11. **Save time across providers**

    Single patient accounts with info shared with all providers.

12. **Patient app**

    Download Breeze to their personal devices and interact with the practice remotely (e.g., updating their information, filling out forms, requesting appointments).

13. **Mobile check-in for patients**

    Patients can check-in using an app on the device of their choice and complete any intake forms before arrival.

Administrative & Clinical Workflow

14 Faster check-in

Get alerts and manage the check-in queue with automatic posting of intake forms to the EHR. Medical groups typically save 10-15 minutes per new patient intake and free up more time for patient interactions.
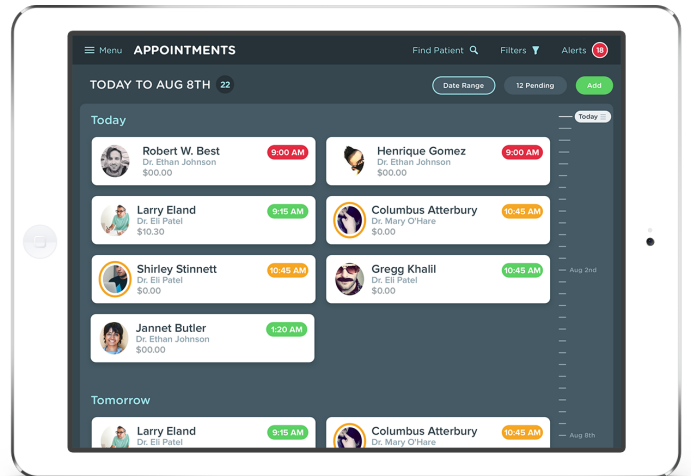
15. Faster check-out

Schedule follow-up appointments, pay any outstanding balances and fill out satisfaction surveys all in one go.

16. Eligibility checks

Check patient eligibility, consent during check-in.

17. Integrated with EHR

Automatically upload intake forms to improve access to timely information at point-of-care and reduce duplicated work by office staff.

18. Reduce errors during intake

Increase staff productivity and eliminate transcription errors by uploading completed intake forms directly to your PM and EHR.

19. Integrated with PM

Automatically post payments to the correct patient balance on the PM system.

20. Tailor patient questionnaires

Create custom questionnaires to capture information important to your practice KPIs.

21. Configurable check-in forms

Create custom forms to capture needed information by visit type. Present patients with any form at any time.

22. Reliable information at point-of-care

Thanks to the integration with the EHR, intake information is immediately available for point-of-care.

23. Free up time from repetitive tasks

Improved provider quality of life by reducing the hours spent dealing with administrative paperwork.

Practice Capabilities

24. Access powerful add-ons

Access 300+ add-ons in the Clover marketplace to manage time & attendance, maintain office supplies or simplify management of online review website profiles.

25. Cloud-based platform updates itself

Future-proof platform that can be updated as needed in a simple, easy-to-use user interface.

26. Growing base of features

Large and growing set of additional features and capabilities to increase the value of the platform over time.

28. Retail integration

Run an eCommerce operation integrated seamlessly into your PM system.

29. Streamline business processes

Automatically calculate tax, shipping, and discounts for retail sales.

30. Retain patients

Run promotions and loyalty campaigns for your patients.

27 Device choice

Breeze runs natively on First Data's Clover Mini and Clover Station, iOS or Android device, and any computer. Patients can access Breeze on a smartphone, tablet, or Clover device to check-in, avoid wait times at the reception desk and schedule their next appointment.

Increased Revenue

31. **Capture patient collections**

Collect payments without patients having to wait in line. Full mobile access to view and pay patient balances, with automated prompts at check-in or check-out. Our customers are typically seeing improvements of 5-10% on patient collection rates.

32. **Reduced card processing fees**

Thanks to partnership with First Data.

33. **Set prepayment requirements for certain visit types**

34. **Customizable payment plans**

Let patients create payment plans based on your criteria.

35. **Online storefront**

Offer an online storefront showing items, details, price and purchase options with minimal admin needed.

36. **Inventory tracking**

Quickly set-up a powerful retail operation with inventory tracking.

37. **Fully configurable payment workflow for check-in and check-out**

Automated reminders help improve patient payments of balances.

38. **Reduce patient no-shows**

Automated reminders help reduce patient no-shows and help capture otherwise lost revenue from unscheduled time.
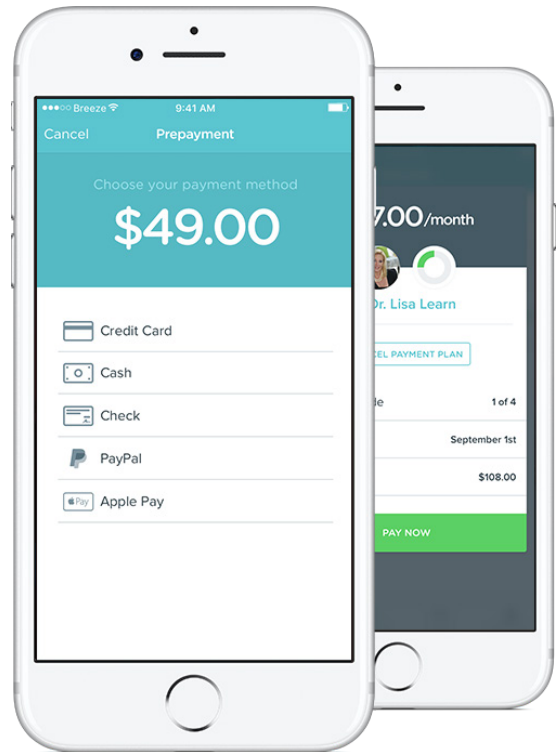
39 **Multiple payment options**

Store credit cards for easier payments, accept checks, PayPal, Apple Pay and cash. Pay on the mobile app, using one of the portable devices or in the use-to-use stations.

40. **RCM support**

Support from a team that is expert at RCM and implementing best practices for collections.

41. **And so much more...**

Call CareCloud at **1-877-342-7519** or email **hello@carecloud.com** to get started today.