

# The athenahealth Work Reduction Guarantee

We take on burdensome administrative work so you can focus on the work that's most important to you.

585 hours. That's the amount of time that the average medical practice loses to administrative work for every provider on staff, every month. At athenahealth, we lighten that burden—freeing you up to drive better results for your practice.

## Make more room for what matters most

Today, 42 percent of the work providers do goes toward managing their practice, rather than caring for their patients.<sup>1</sup> And each minute spent tracking down a missing lab result, waiting on hold with an insurance company to verify benefits information, or resolving a rejected claim is a missed opportunity for more meaningful work. That's why our partnership model has always been rooted in reducing work, so you can focus on driving better outcomes for your patients and better results for your practice.



On average, practices save **115 hours of staff time per provider per month after joining our network.**<sup>2</sup>

"From check-in to checkout, athenahealth helps us reduce our administrative burden. With athena checking our eligibility and benefits for us, it frees up front office staff to help with patient care and other projects."

- Tia Melot, Practice Manager

## Our promise to you

If, after 18 months of using our services, your practice has not seen its work reduced, we will refund you six months' worth of service fees when you switch vendors.\*



## Reducing your workload

With athenahealth, you're not just purchasing software. You're investing in a partnership that works for your entire practice. Our dedicated teams and nationwide network automate, eliminate, or redirect administrative work from your plate to ours.

Here are a few ways athenahealth reduces your workload:



### At the front desk:

- Save time for patients and staff with online check-in
- Reduce no-shows with proactive patient outreach
- Insurance coverage confirmed before visit



### In the exam room:

- Faster decision-making with integrated clinical decision support tools
- Instant communication with other providers enabled by secure messaging
- Access patient data from across the case continuum—regardless of vendor



### In the back office:

- Proactively avoid claim denials with Billing Rules Engine
- Improve patient payment collection with intuitive workflows and multiple payment tools
- Save time by automating fax scanning, reminder phone calls, and other tedious tasks
- Stay ahead of regulatory and payer changes with automatic network-wide updates

<sup>1</sup> Advisory Board, "Doctors spend 27% of the workday with patients, study finds. What do they do for the rest of it?" September 8, 2016, accessed July 6, 2017, <https://www.advisory.com/daily-briefing/2016/09/08/documentation-time>.

<sup>2</sup> Based on athenaNet data.

## The athenahealth Advantage

athenahealth delivers the industry's only future-proof, network-enabled service, keeping practices on top of industry changes and focused on patient care with a proven combination of:



### The largest network in healthcare

A nationwide network of 100,000 providers that connects the continuum of care, bringing provider groups large and small the scale and agility they need to stay independent.



### Collective insight and intelligence

The right information is surfaced at the right time so you maximize both fee-for-service and value-based payments through our continuously updated Billing Rules Engine and Quality Management Engine. With each patient, your network gets smarter.



### Work done at scale

We serve as an extension of your internal operations, wicking away low-value work and driving performance. We track claims, manage your providers' paperwork, performance coach and more.

# 100,000

providers on our network<sup>3</sup>

**\$22.6 billion+**  
collections posted  
in 2016

**98.2 million**  
patients on the  
network

**445 million**  
automated  
patient messages  
delivered in 2016

**1,206**  
clinical documents  
processed per  
provider per month

### athenaCollector<sup>®</sup>

Our network-enabled revenue cycle management service that enables clients to maximize revenue, reduce administrative burden, and stay ahead of industry changes.

### athenaClinicals<sup>®</sup>

Our network-enabled EHR service organizes the moment of care to help providers maximize their clinical productivity. We also execute administrative and quality program services for providers, including tracking all orders to close the loop on care.

### athenaCommunicator<sup>®</sup>

Our network-enabled patient engagement service delights patients with an improved experience, and more fully engages them in their own care – all while eliminating unnecessary practice work.

### athenaCoordinator<sup>®</sup>

Our network-enabled care coordination service allows clients to manage the exchange of patients and their data across care settings. This gives clients the ability to see more patients, gain greater visibility, and do less work.



Find out more.

Call **866.817.5738** or visit us online at **athenahealth.com**