A MODERN APPROACH TO PRE-REGISTRATION
Collecting Patient Data Before Treatment Through Enhanced Interoperability
The Power of Pre-Registration

The goal of pre-registration is to clear a path to an efficient clinical experience for both the patient and the healthcare provider. The benefits of pre-registration are profound:

**Improved Customer Experience**: The customer experience is vastly improved when patients are asked only once to provide personal and insurance information.

**Efficient Workflows**: Front desk staff spend less time on routine registrations and have more time to perform other duties and assist patients who need help completing registration, as they have access to clinical data prior to the patient’s arrival.

**Improved collections**: Pre-registration allows staff to conduct any necessary pre-authorization and communicate coverage to the patient before the day of the procedure.

Once a “nice-to-have,” pre-registration is now considered a critical process for ensuring that patient information is properly collected, and that staff are fully prepared to deliver care.

The Pre-Care Problem

Pre-registration was created to streamline admissions, not to complicate the process. Yet, many outdated methods of collecting Patient Generated Health Data (PGHD) before care (think mail, phone, websites, downloaded forms, and even patient portals) still exist.

Forms are the most efficient tool to collect patient data, yet many of these methods rely on pre-printed paper forms. Paper forms are costly and serve only as a temporary repository of patient information. Registration forms, which can range from three pages to over 100 pages, need to be scanned into an EHR or data needs to be entered manually - leaving room for error and delays.

While patient portals enhance patient-provider communications, they provide limited forms features. For instance, eSignature, image capture, dynamic field display, and mobile-friendly form capabilities are often missing. This results in forms still being paper-based or partially completed within the portal.

Turning to Mobile EForms

Based on their use of other consumer mobile applications in their everyday life, stakeholders and patients have grown to expect a more streamlined, mobile-based pre-registration process.

FormFast addresses these all too common pre-registration problems with a solution that offers best-of-breed eForms technology, an intuitive patient-centered design, and deep integration capabilities.

FormFast serves as an add-on for your EHR, providing the robust forms features need to allow patients to easily complete electronic intake forms before arriving for treatment.

FormFast’s modernized approach to pre-registration forms contributes to a superior pre-admissions process and promotes a more connected care experience for patients, staff, and providers.
Healthcare organizations are starting to realize the importance of meeting patients where they are through mobile technology to capture patient data.

In fact, The Advisory Board (2015) published a report stating that as smart-phone usage becomes the norm for most patients, a “mobile-first” strategy must be employed for registration.

Mobile forms technology helps organizations achieve the level of integration and forms capabilities needed to collect required PGHD in the pre-care process.

From the convenience of their home, patients can quickly and easily complete healthcare forms - that have the same look and feel as the paper forms they are accustomed to - but in a user-friendly, guided, digital format.

This also makes the data collection process easier for staff, as they have the information needed prior to a patient's arrival for treatment. This helps staff streamline admission, accelerate care, and ensure compliance standards are met.

Providing patients with a more efficient ways to complete admission forms will lead to better clinical data and a greater percentage of patients who pre-register for treatment: the ultimate goal.

**ENHANCING INTEROPERABILITY**

Seamless integration with EHR systems, patient portals, CRM systems, and other archiving systems allows for instant archival to prevent delays, eliminates manual errors, and contributes to a more complete health record.

The right mobile form solution integrates with all major EHR systems to improve how information is shared between patients and providers. Using HL7 and FHIR protocols, the solution prefills data from the EHR into forms to expedite form completion and ensure accurate completion.

By providing best-of-breed forms features – like eSignature, image capture, dynamic field display, and more – a mobile pre-registration solution maximizes the value of core clinical systems through better data collection.

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**INDUSTRY INSIGHT**

84% of the 1,000 respondents indicated they would complete medical forms online prior to the appointment, if offered.

*Quicken Health Group¹*

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¹ “Quicken Health Group: Intuit’s 2010 Financial Healthcare Check-Up.” [Source](#)
With a mobile pre-registration process, admissions are accelerated and treatment is expedited - a win for patients, staff, and providers.

**A BETTER PATIENT EXPERIENCE:**
A mobile pre-registration process enables organizations to do a better job of engaging with patients outside the walls of a healthcare organization.

This remote engagement allows patients to review documentation with their family members or caregivers when and where they need to, and from the convenience of their own personal device or computer.

Patients can take the time needed to provide accurate, detailed information that is critical to their health plans. Being at home and with their family, can lead to more precise PGHD regarding family and medication history.

**ENHANCED PATIENT EDUCATION:**
With the ability to add customized links to educational content (such as videos provided by a patient's care facility), patients have 24/7 access to resources that help them remain informed regardless of their care journey stage or physical location.

**REDUCED PATIENT WAIT TIMES:**
The opportunity to complete pre-registration forms and have access to checklists in advance, helps ensure patients are not only more confident and more prepared, but that the hospital staff can create a smoother and quicker registration process.

This ultimately leads to reduced wait times, decreased patient anxiety, and increased patient satisfaction.

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**INDUSTRY INSIGHT**

81% of pre-op patients have at least one piece of missing or incomplete information.

*University of Michigan²*

² *University of Michigan: University Hospital Preoperative Patient Flow & Work Flow Analysis.* [Source](#)
TIME WITH PATIENTS, NOT PAPERWORK:
A mobile eForm solution removes non-value added tasks and manual-based workflows from the busy schedules of staff members, such as care coordinators and physicians.

When equipped with the tools needed to allow for better preparation and tracking, staff can spend more “face-time” with patients to better understand their needs, concerns, and condition to impact their bottomline: improving quality care.

MANAGE RISK & LIABILITY:
Not only is liability reduced when providers care for more engaged and informed patients, but there is a piece of mind that comes from caring for patients that are more confident, active participants in their care journey.

The monitoring of pre-care form and care checklist completion helps ensure patients have completed and understand the information provided to them, ensuring providers are in accordance with legal and ethical requirements.

Providing multiple ways to access critical information prior to a procedure or treatment is helpful not only to patients, but also to providers. By gaining more patient-generated information (such as risk assessments, patient preferences, and patient personal care goals) providers are better prepared to provide care for each individual patient.

Additionally, data collected from patients remotely, allows for preventative actions to be taken that can prevent surgery cancellations and/or rescheduling, which often present financial challenges and a number of patient safety risks.

INDUSTRY INSIGHT
80% of factors affecting health outcomes fall outside clinical areas.

*Population Health Model³

Through integration with EHR, care management systems, patient portals, and other platforms, FormFast promotes patient/provider communication. FormFast delivers an easy way for patients to securely review documents related to their care and to send PGHD to health systems in real-time.

**BETTER DATA SHARING WITH INTEROPERABILITY**

The flexibility in customization of FormFast meets the needs of dynamic healthcare organizations with multiple service lines, all needing specific types of confidential patient information through pre-admissions.

- **Overall increased data sharing:** Data collected via eForms from patients is instantly added to the EHR and visible to the care team. Additionally, FormFast has the capability to import existing patient data from the EHR onto documents to improve patient identification and accelerate form completion.

- **Increased data sharing among providers:** Because FormFast integrates with multiple EHR platforms, pre-care data and documents can seamlessly transfer between facilities regardless of what clinical system they are using.

  FormFast also provides a streamlined way for medical community members, such as long-term care or rehabilitation facilities, to submit documentation electronically to the hospital. Today, documents exchanged between facilities are typically sent via email, fax, or mail.

  FormFast provides a standardized way to submit patient history and other physical documents, which are all too often cumbersome processes for physicians, staff, and patients.

- **Increased clinical trends tracking:** With population-level data tracking via dashboard reports on home behaviors of patients and care across the continuum, providers have access to the analytics needed to improve care processes.

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**FormFast Key Features**

- EHR system integration via inbound and outbound HL7 messaging and FHIR.
- Web based application – no app to download
- Easy to understand Guided View walks patients through registration questions
- Ability to upload photo of insurance card
- Mobile electronic signature capture
- Free-text fields for custom form data
- Checkbox capability for advanced form options
- Automatic date/time stamp for data integrity
- Barcoding and indexing of both patient and form identifiers for proper EHR archival
- Customizable logic to automatically control custom form needs per patient
Pre-registration is a natural target for process improvement as healthcare organizations relying on inefficient methods of pre-care data collection seek to accelerate admissions, improve patient experiences, and collect patient-generated data.

FormFast’s Mobile Pre-Registration Solution provides a more collaborative experience for not only documenting care, but driving clinical processes and helping design the way patients experience care at every touch point of the care continuum.

It's always been a core goal for health systems to reach the patient where they are, and FormFast has made that possible. FormFast supports the level of interoperability needed to ensure seamless integration with EHRs and patient portals to streamline pre-registration, and capture PGHD remotely.

FormFast is a “must-have” for modern health systems seeking to better communicate with their patient population, collect real-time PGHD, enhance their EHR, and improve core processes.

Learn more at FormFast.com/Pre-Registration

**ABOUT FORMFAST**

With 25 years exclusively focused on healthcare needs and over 1,100 hospital clients, FormFast is recognized as the industry leader in electronic forms and document workflow technology.

FormFast’s enterprise software platform integrates with EHRs and other core systems to automate required documents, capturing data and accelerating workflows associated with them.

By using FormFast, organizations achieve new levels of standardization and operational efficiency, allowing them to focus on their core mission – delivering quality care.

**COMPANY PROFILE**

25 Years in Business Focused Exclusively on the Healthcare Industry

1,100+ Hospitals Rely on FormFast Solutions

HIMSS Analytics Reports FormFast as #1 in eForms for Hospitals

4X Market Share vs. Nearest Pure-play eForms Vendor