

SOLUTION OVERVIEW

Product Description

Arrived™ Patient Intake is RevSpring's digital intake solution that enables patients to complete registration, forms, document upload, eSignatures, and preservice payments before arrival, reducing front-desk burden, improving data accuracy, and accelerating cash collection.

Product Features

- Digital patient registration & intake forms via browser, delivered through text and/or email
- AI-powered optical character recognition (OCR) for insurance cards and IDs to automatically extract eSignatures for consents and disclosures
- Co-pay and preservice payment collection (PersonaPay embedded)
- Appointment reminders & intake-linked messaging (Talksoft)
- Virtual waiting room messaging: Real-time, two-way text messaging that lets patients check in, receive wait-time updates, and be notified when it's time to be seen—without waiting at the front desk or in the lobby.
- Real-time intake status visibility for staff
- EHR integration (bi-directional where supported)

Title	What They Care About	What They're Responsible For (Re: Patient Intake)
VP / Director of Revenue Cycle	• Reducing denials tied to registration errors • Increasing preservice collections • Lowering cost to collect • Improving clean claim rate • Reducing days in AR	• Registration accuracy standards • Financial clearance processes • Preservice payment strategy • Front-end KPI performance (denials, POS collections, AR days) • Ensuring EHR data integrity
Patient Access Director	• Streamlined workflows • Reduced manual data entry • Staff productivity & burnout reduction • Shorter check-in times • Compliance with eligibility & intake requirements	• Managing front desk/registration teams • Intake process design • Eligibility & medical necessity checks • Insurance verification workflows • Monitoring registration QA metrics
COO / Practice Administrator	• Operational efficiency • Patient satisfaction scores • Staff utilization & labor costs • Technology ROI • Competitive patient experience	• Overall clinic performance • Technology vendor selection • Budget oversight • Patient flow optimization • Ensuring seamless EHR integration
Front Desk / Registration Staff (End User)	• Easy-to-use tools • Fewer repetitive tasks • Less manual data entry • Fewer patient conflicts about cost • Clear visibility into completion status	• Collecting accurate demographic & insurance info • Managing walk-ins & check-ins • Confirming eligibility & payments • Updating EHR in real-time • Managing intake exceptions

Patients (Mobile-First, Self-Service Users) (End User)	• Fast check-in • Clear cost expectations • Easy mobile forms • Secure digital experience • Minimal paperwork at arrival	• Completing forms pre-visit • Uploading insurance/ID via OCR • Reviewing & signing consents • Making preservice payments • Confirming visit details
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Product dependencies

- Supported EHR integration (HL7 or API-based)
- RevSpring payments (PersonaPay) for preservice collection
- RevSpring messaging for reminders and intake nudges

VALUE AND POSITIONING

What problem we're solving

Manual, paper-based intake creates registration errors, long check-in times, staff burnout, missed preservice payments, and downstream claim denials. Patients expect digital self-service, but most intake processes haven't modernized.

Value Prop for Provider

Arrived enables patients to complete pre-visit tasks digitally before arrival, streamlining intake, improving data accuracy, reducing staff workload, shortening wait times, and increasing upfront collections.

Key Product Differentiation

- End-to-end intake in one workflow (forms, documents, signatures, payments)
- AI-powered optical character recognition (OCR) reduces manual entry and data errors
- Embedded payments (not bolted-on) for co-pay capture
- Integrated messaging tied directly to intake completion
- Part of a broader preservice + post-care platform (not a point solution)

Benefit Statements

- Reduce check-in time and front-desk congestion: Enable up to 87% of patients to complete intake digitally before arrival, significantly reducing on-site check-in time and front-desk bottlenecks.
- Increase pre-service and point-of-service collections: Drive earlier and more consistent patient payments by pairing digital intake with payment readiness
- Improve registration accuracy and reduce denials: Reduce claim denials through accurate, digital-first registration data capture.
- Standardize intake workflows across locations: Eliminate paper-based variation with 100% digital, standardized intake workflows deployed consistently across all sites.
- Deliver a modern, mobile-first patient experience: Meet rising patient expectations with mobile-first intake

Discovery questions:

- How long does patient check-in take on average today?
Listen for: Check-in delays, front-desk congestion, long lines, peak-time backups, negative patient feedback on wait times.
- What percentage of patient intake is still paper-based or manually entered?
Listen for: Reliance on clipboards, scanning paper forms, duplicate data entry, staff chasing signatures or missing forms.
- Where do registration errors most often surface downstream?
Listen for: Claim denials, eligibility issues, rework by billing teams, delayed reimbursement tied to intake mistakes.
- How often are co-pays or patient balances missed at check-in?
Listen for: Inconsistent collections, uncomfortable payment conversations, lack of upfront financial clarity, balances pushed to post-service.
- How is staff turnover affecting front-desk efficiency and consistency?
Listen for: Burnout, training gaps, inconsistent processes across shifts or locations, errors caused by new or temporary staff.
- What do you wish patients would complete before they arrive on-site?
Listen for: Desire for pre-arrival forms, insurance verification, payments, or education to reduce in-office workload.
- How are current wait times impacting patient satisfaction scores?
Listen for: Complaints about delays, lower CAHPS or internal satisfaction scores, front-desk friction harming first impressions.

PROOF

Key points:

- Reduced check-in times from ~20 minutes to ~3–5 minutes – Urgent Care Case Study, 2024
- 80–90%+ patient digital self-service intake adoption - Urgent Care Case Study, 2024
- Up to 10% increase in preservice collections - Urgent Care Case Study, 2024
- Reduced front-desk staffing needs by up to 50% - Urgent Care Case Study, 2024

Sources

- RevSpring Arrived™ Patient Intake materials (2024–2025)
- Preservice Solutions Deck
- Battlecards – Arrived & Self-Scheduling