

INSPIRING ACTION AT EVERY TOUCHPOINT

Accuracy + loyalty at the first touch.

How a fast-growing, 49-clinic urgent care network rebuilt patient intake from the ground up, consolidating registration, eligibility, estimates, and payment onto one connected RevSpring workflow, for greater accuracy, speed, and patient loyalty.

OVERVIEW

Rebuilding the first 15 minutes.

A rapidly-growing urgent care provider expanded from nine clinics to 44 in a single year, then to 49, on a growth plan that depended on scaling sites *without* scaling intake staff. Their patient intake stack couldn't keep up: multiple vendors, no clean integration to practice management, and a one-shot encounter where every detail had to be right at the desk.

Working with RevSpring, the network consolidated registration, eligibility, estimates, and post-visit payment into a single, connected digital workflow, where automation handles the routine and staff handle the exceptions.

CLIENT SNAPSHOT

FOOTPRINT

49
clinics

PARTNER SINCE

2022
long-time billing
client

DAILY VOLUME

50
patients / clinic / 12h

EHR INTEGRATION

Veradigm
full API connection

THE CHALLENGE

One shot to get the patient data right.

Urgent care hinges on the *one-shot* encounter. A patient walks in with an acute illness, may never return, and every detail captured at that desk (coverage, plan, copay, address) becomes the spine of the claim three days later.

The previous intake stack involved **three disconnected vendors** for forms, eligibility, and payment, none of them integrated cleanly with practice management. Front-desk staff manually re-keyed data, manually verified benefits, and too often booked claims with whatever the patient remembered. The result: **roughly one in four registrations carried an error**, the kind that surfaces weeks later as a denied claim.

"In urgent care, you only get one shot to capture a patient's data correctly. We needed a partner who'd innovate side-by-side with us, so the first touch is accurate, automated, and seamless."

VP, PROCESS INNOVATION

THE SOLUTION

One connected workflow, pre-care to post-payment.

Three capabilities did the heavy lifting in the rebuild, layered over a full API connection to the EHR and a single rules engine for group-specific copay logic.

01 · CAPTURE



Automated capture from the insurance card

OCR reads coverage, plan, and member ID straight from the card. Eligibility verifies in real time, an accurate estimate appears at the desk, and a clean record lands in the EHR before the patient sees a room.

0 manual re-keys

02 · CONNECT



Deep practice-management & EHR integration

A full API connection means registration data, charges, and payments flow into the patient record and the claim automatically, with no front-desk handoff, and the same data underwrites every downstream message.

80-90% rev cycle automated

03 · REALLOCATE



Strategic staff reallocation

With routine verification and data entry handled by RevSpring, clinic staff shifted from clerical work onto high-value patient interaction and exception handling. The network added 35 clinics with no proportional growth in intake headcount.

+35 clinics, flat intake staff

ALSO DEPLOYED IN THE STACK

Appointment reminders

Price estimation

Card-on-file

Self-service pre-registration

Online payment portal

Virtual waiting room

Settlement reconciliation

Merchant services

THE RESULTS

A cleaner first touch, measured in time, errors, and cash on hand.

Two years in, the operational and financial picture is unambiguous. Errors fell. Clean-claim velocity rose. The CFO had to double-check that nothing was wrong, because the bank balance was higher than the historical model predicted.

REGISTRATION ERRORS

~60%

reduction at the point of capture

AFTER · <10% BEFORE · ~25%

Fewer denied claims, fewer manual touches, and faster cash collection downstream, because clean data starts at the front desk.

REVENUE CYCLE

80-90%

Automated end-to-end, without front-desk intervention.

FRONT-DESK CHECK-IN

3.5 min

Down from ~15 min per patient (8 + 5-7).

NET PROMOTER SCORE

~97

Up from ~85, into the high 90s and holding.

CARDS ON FILE

>80%

of patients now enable automated balance collection.

CLEAN-CLAIM VELOCITY

^ higher

Verified and posted immediately, with fewer manual touches per claim.

SURVEY RESPONSE RATE

3% > 23%

SMS, numeric reply, seconds to complete vs. an abandoned long-form.

NETWORK GROWTH

+35

clinics added in two years, without proportional intake-staff growth.

// By automating routine tasks like insurance verification and data entry, we've been able to reallocate our most valuable resources: our people. Staff now focus on high-value patient care and complex problem-solving, instead of getting bogged down in manual processes that RevSpring handles seamlessly in the background."

VP, Process Innovation Urgent Care Network · 49 clinics

WHAT'S NEXT

Co-developing the next generation of urgent care workflows.

The partnership has moved past deployment into co-development, building new product capability, like the Prime membership portal, where the market needs it.

See RevSpring in action >