**LIVE ONLINE
NOVEMBER 12, 2024**

# PATIENT ACCESS EXCELLENCE: STANDARD PROCESSES, COMPREHENSIVE SCHEDULING, TECHNOLOGY ENABLEMENT

Patient Access teams within high functioning revenue cycle organizations are of pivotal importance; from engaging patients on the front-line and ensuring insurance and eligibility is accurately secured, to working with providers and payers to facilitate pre-service authorization that supports back-end reimbursement, these teams are the foundation of patient care. In a constrained environment where collections and reimbursements are required in order to support care services and operational costs, structuring and leveraging teams to maximize efficiencies has become a top priority. In addition, utilizing technology to automate rote functions, to lift the work of administrative teams, and to identify trends for improvement, are all top priorities.

The healthXchange Patient Access Excellence: Standard Processes, Comprehensive Scheduling, Technology Enablement meeting provides patient access executives and teams with an opportunity for open collaboration and dialogue with industry peers, with a focus on practical solutions and strategies being implemented to navigate the evolving environment in patient access; creating efficiency in workflows, maximizing resources, and ultimately improving performance.

**11:30 ET**
Event Platform Log-in & Networking

**11:55 ET**
Opening Remarks & Program Welcome
Kate Jeter, *Founder,* the healthXchange

**12:00**
Keynote Panel: Building a Strong Foundation through Access Governance Models
Optimizing the structure of patient access organizations is a continual process that leaders must engage in, building and evolving the model in order to meet patient, organizational, and community needs. While many teams are eager to integrate new technology and solutions to optimize processes, the first step is ensuring a solid foundation, which requires strategic, enterprise-wide decisions and agreement. In this opening keynote panel, hear from leaders that have built strong people, process, and technology foundations, gaining consensus and resources from across their organizations, all while ensuring a level of flexibility to meet changes and future needs.

**12:45 ET**
Networking Break & Exhibitor Demonstrations

**1:00 ET**
Case Study: Effective Use of Automation in Access Centers
- Appropriate selection of work queues to automate
- Ensuring unified standards that support automation
- Opportunities for automation course correction
- Identifying and measuring return on investment

*(15-minute case study presentation followed by 15-minutes of discussion)*

**1:30 ET**
Case Study: Delivering Comprehensive and Centralized Scheduling - Where it Works
- Ensuring common standards and governance
- Specializing processes where appropriate
- Transforming unstandardized, decentralized models
- Appropriately resourcing access support services

*(15-minute case study presentation followed by 15-minutes of discussion)*

**2:00 ET**
Networking Break & Exhibitor Demonstrations

**2:15 ET**
Panel: Call Center Enablement Driving Access & Engagement
As patients increasingly demand a higher-touch, consumer-driven healthcare experience, hospital and health system access center staffing, resources, training, and technology have all been driven to the forefront of importance. Striking the right balance of full-time staff, and ensuring staff are operating to the highest level of licensure requires technology-enabled services including quality assurance, workforce management, remote training, call center as a service (CCaas), analytics, and more.
- Building the right call center structure
- Calculating the appropriate number of FTE
- Opportunities for internal staff transfers
- Making the case for additional staff
- Appropriate technology selection
- Measures for return on investment

**3:00**
Closing Remarks & Informal Post-Event Networking

**3:30**
Platform Closes & Event Conclusion