Ensuring better provider, patient outcomes

Use tools and data to understand your financial performance, connect to care settings, and simplify outreach.

Proven financial and clinical performance*

1,600
gastroenterology providers on the network

95%
first pass resolve rate

4.9%
no-show rate

58.1%
portal engagement rate

*athenahealth network data as of February 2020

Visibility that helps promote fiscal performance and strong referral relationships

Integrated services and expert teams at athenahealth help you get paid faster, with less work. Our cloud-based network crowdsources insights from more than 130,000 providers on the network – including over 1,600 gastroenterology providers – and automatically puts them to work. This helps you proactively catch errors in claims before submission, reducing the amount of time you spend following up on denials. What's more, we monitor evolving payer and quality program requirements, making it easier for you to stay on top of industry changes, track your progress, and secure full reimbursement.

At the same time, robust reporting makes it easier to gain insight into your referral network and build relationships with referring providers. You can easily analyze and act on patterns, track referrals, consultations, orders, lab results and more. These tools can help promote improved care delivery and allow providers to make informed care decisions, all without extra effort on the part of you and your care team.

Connect where, when, and how you need to

Making connections goes far beyond what's shared between provider and patient in the exam room — it's about connecting information from often-disparate sources. With athenahealth's patient record sharing capabilities, you'll have the ability to obtain the most up-to-date patient data – whether you're conducting clinic hours, rounding, or prepping on the go. Not only is this information made available via CommonWell and Carequality but it is easy to access and intuitively organized within the patient chart, on your computer or the athenaOne mobile app. What's more, athenahealth's open network makes it relatively seamless to integrate with durable medical devices, partners, and more. The results are more informed care decisions and improved care delivery, all without extra effort on the part of you and your care team.

For imaging, athenahealth users don't have to leave the clinical document to view either color or black and white images. You can annotate, interpret, and create voice notes or text notes easily, and collaborating, consulting, and connecting with other providers is fast thanks to athenaText.

Simplify patient outreach with a personalized approach

You can provide patients with a high-touch, personalized experience by using athenaCommunicator, which performs important outreach functions that are typically time-consuming for office staff. Automated reminder phone calls, text messages, or emails, for instance, help reduce no-show rates. Staff members previously engaged calling to schedule patients or remind them of appointments and procedures can refocus efforts on more critical outreach, such as pre-op calls. And an intuitive patient portal also benefits patients, who can feel more connected to their providers and get faster results.

Network data show portal engagement for gastroenterology patients is 58.1 percent, and also show a 5 percent increase in patient yield among practices that increase patient population portal adoption by at least 15 percent.[1] It's clear that portal adoption promises both satisfaction measures for patients and profitability for providers.

1. athenahealth network data as of Q1 2020

Healthcare as it should be

What would it take to bring the joy back to practicing medicine? To let providers turn their attention back to their patients? To cut through the red tape that gets in the way of staff doing the jobs they were hired to do? To give patients the experience they deserve?

At athenahealth, we're committed to making this vision a reality and helping your organization unleash its full potential. We do this by:

- Offering the most open, connected healthcare network, so you can exchange clinical and financial data seamlessly
- Sharing knowledge from our network of 130,000 providers and 110 million patients to fuel your performance
- Freeing up providers and staff to focus on the work that matters most, by eliminating the friction that holds you back

athenaOne
Care coordination and risk management

athenaClinicals
Electronic health records

athenaCollector
Revenue cycle management

athenaCommunicator
Patient engagement

Integrated partners with athenahealth

VIRTUALOFFICEWARE
HEALTHCARE SOLUTIONS

Let's chat!

Find out more. Call 412.424.2260 or visit us online at vowhs.com