

All Woman Women's Healthcare

Yosi helped Dr. April M. Tillery at All Woman Women's Health use innovative technology to enhance the patient experience and change the way healthcare is delivered.

Dr. April M. Tillery's Obstacles

- ▶ Needed to find reliable, automated patient intake, registration, and engagement system that didn't require personal, hands-on administration
- ▶ Needed to find a way to deal with insurance discrepancies prior to patient arrival
- ▶ Wanted a digital patient intake and registration system that didn't rely on an in-office kiosk
- ▶ Needed to find cost-effective virtual waiting room solution

Yosi Health's Solutions

- ▶ Fully automated patient intake and registration system cut average patient wait times by 70%
- ▶ Virtual waiting room solution eliminated need for designated administrative staff
- ▶ Dramatically improved patient experience before, during, and after appointments
- ▶ Saves \$1,200 annually compared to previous patient registration platform

Practice Highlights

70%

Average Reduction
in Patient Wait Times

14 minutes

Time saved per
patient



Dr. April M. Tillery ★★★★★

Founder, All Woman Women's Healthcare

"Yosi Health is the only virtual waiting room solution provider that proves time and time again to have great customer service. They immediately blew me away with how responsive they were. Yosi is entirely focused on making it easy for the patient—and they were offering their virtual waiting room solution at half the price of what we were paying. We've been incredibly happy ever since we made the switch."



Small Practice, Large Patient Base, Inefficient Front Office

In 2015, when Dr. April M. Tillery's partners joined the hospital system, she wanted to stay independent and keep a smaller practice. As a solo provider with over 4,000 patients, she struggled to manage patient administration—and struggled to find effective administrative help to accommodate her large patient base.

"We went through about three front-office people to do registration and all of that, and long story short, nobody could do the job," Dr. Tillery says. "I was growing frustrated cleaning up so many messes and I just knew there had to be a better solution."

Finding Other Virtual Solutions (and service) Lacking

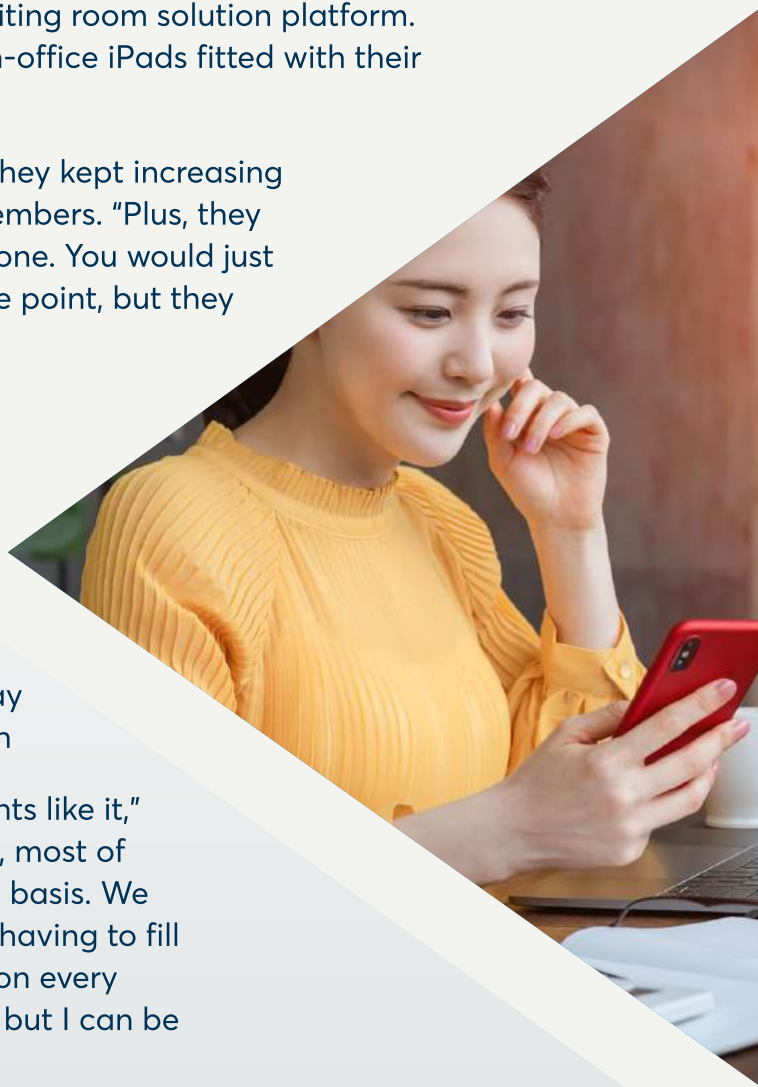
First, Dr. Tillery went with another virtual waiting room solution platform. Unlike Yosi, they required her to rent three in-office iPads fitted with their proprietary software for \$600 a month.

"Over the 18 months we worked with them, they kept increasing the rental fees for the iPads," Dr. Tillery remembers. "Plus, they had terrible service. You couldn't talk to anyone. You would just hope that they would reply by email at some point, but they were totally unreliable."

Improving the Patient Experience Across the Board

For Dr. Tillery, one of the most valuable aspects of the Yosi Health platform is the way it's transformed her patient's experience with

"The big thing for me is how much our patients like it," she says. "Since we're a gynecology practice, most of our patients are seen regularly on an annual basis. We used to get complaints from patients about having to fill out the same forms with the same information every year. Not only are our patients happier now, but I can be so much more efficient in the office."



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