Yosi health
Simplifying Healthcare

Innovative Express Care

Yosi helped Innovative Express Care use innovative technology to enhance the patient experience and change the way healthcare is delivered.

Innovative Express Care Obstacles

▸ Needed cutting-edge virtual waiting room solutions to provide the highest quality patient experience

▸ Wanted to expedite the waiting room process to maximize time spent on patient care

▸ Needed to expedite new patient registration after adopting new telemedicine services

▸ Needed an innovative pre-arrival patient registration solution for four pop-up COVID-19 testing centers

Yosi Health's Solutions

▸ Fully integrated virtual waiting room solution cut patient wait times in half

▸ Mobile patient intake and registration system has 90% of patients fully registered prior to arrival

▸ Automatically managed influx of new patients through pop-up COVID-19 testing sites

▸ Allowed Innovative Express Care to easily accommodate new telehealth services

Practice Highlights

2,500
Patients
Seen Daily

90%
Patients
Pre-Registered

50%
Reduction in Patient
Wait Times

Dr. Rahul Khare ★★★★★
Founder & CEO, Innovative Express Care

"Our name is "innovative," so one of the things I like to do is use innovative technology like Yosi to enhance the patient experience and change the way healthcare is delivered. When we have such a high volume of patients, they can fully pre-register before they arrive and immediately be seen by a provider. They've really enabled me to continue pushing the envelope in everything I do."

Innovative Express Care Obstacles

Innovative Express Care responded quickly to the demands of the COVID-19 pandemic, setting up four pop-up COVID-19 testing stations. With over 2,500 patients visiting the testing stations every day—let alone their new telemedicine service—Dr. Khare needed to find an innovative way to expedite the patient intake process.

"When it comes to the benefits of Yosi, our COVID testing centers were the most important part," Dr. Khare says. "We see 2,500 patients a day. There is no way we can have all of those patients register in person—and 90% of them are pre-registered with Yosi."

## Accommodating New Telehealth Services

With the launch of their telehealth services during the pandemic, Dr. Khare relied on Yosi's automated pre-registration system to accommodate an influx of new patients.

"We were so inundated with patients, for a full month, we had people booked out for telemedicine appointments," Dr. Khare says. "What was so great about Yosi was that 95% of these people we'd never seen before, so we made it mandatory for them to get their registration done beforehand."

The Value of True Customization

Dr. Khare used another patient intake and registration system prior to switching to Yosi, but the lack of customization capabilities limited his practice.

"Part of our growth strategy was a follow-up survey to our patients to explore what other services they may be interested in within our other practice areas. Our last virtual waiting room solution wouldn't let us do that," he says. "Those customizable features are really important for our business."
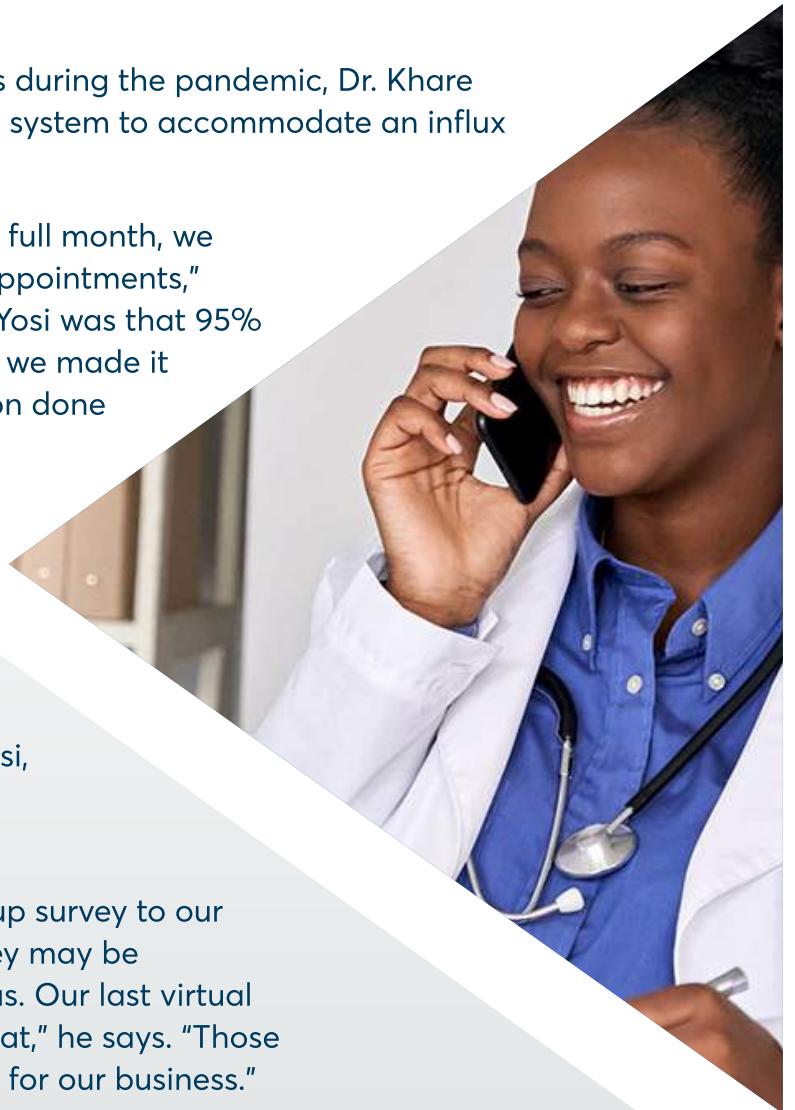
hello@yosicare.com   (866) 561-9674   www.yosi.health