



Alabama Ortho Spine & Sports (AOSS) has served Birmingham and the surrounding Alabama communities for over 28 years.

At AOSS, patients enjoy access to every level of orthopedic care supported by the latest diagnostic technology and treatment, including: MRI, CT, Digital X-Ray, DME and Outpatient Procedure Suite. Providing the latest in technology is important to AOSS because it gives their physicians the ability to provide a full diagnosis during a patient visit, without the need for referrals or delays.

AOSS is committed to serving the patient's needs first by providing a medical atmosphere focused on getting the patient on his/her way to recovery.

AOSS makes it a practice to continually ask 3 important questions: "How can we improve our process? How can we create a better patient experience? How can we make our workflow more efficient?"

In 2014, the team was asking these same questions. The AOSS leadership team participated in a webinar hosted by Healthsystems about Clearwave's self-service kiosk and registration platform; they decided this might be the way to improve their front office workflow and to stand out above other providers. After an onsite demonstration for the AOSS physicians led by Eric Anderson, Clearwave's COO, the group was sure that self-service check-in was the next step they needed to take.

Implementation was smooth, in large part because of AOSS's backend system, GE Centricity, and the fact that Clearwave and GE have partnered to provide seamless integration. "It was the best go-live we have ever had," commented Ayme Fitz-Gerald of Alabama Ortho Spine & Sports.

Implementing the system was easy from a technology standpoint. Educating staff on the benefits of the kiosks was another task that needed to be addressed. Ms. Fitz-Gerald knew she had to do a thorough job in training and educating her team to make sure they understood the benefits of the new check-in system, as well as how it would change and improve their workflow.

"I met with the team as a group and I also scheduled one-on-one appointments with every member of the team to go over the process as well as discuss any issues or concerns they might have," she said. This proved to be an invaluable exercise as the team was able to bring up any points of concern. "When it was time to go-live, the entire team was ready and excited about introducing the new check-in process to our patients," Ms. Fitz-Gerald said. "The patients love the check-in process and it has really helped improved our workflow. We could not be more thrilled with the way Clearwave has helped streamline our workflow," she stated.