WOW!
Streamlining Patient Payments and Scheduling

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Workstation On Wheels

Mobile Computer System

- Fee collection
- Patient scheduling
- Treatment payment plans
- Walk-out Statements
- Bringing Finance to chairside
General Practice Model

- Faculty as managing partners
- WOW
- Twenty operators per Suite
- New and emergency patient care
- D3 & D4 Patient care partners
- D2 & D3 Recare Clinic
- Student “huddles”, workshops, axiUm training
- Specialty consultation and care
Why A WOW?

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td>Chairside business</td>
<td>business to patients</td>
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<tr>
<td>Staff</td>
<td>Minimize business collection personnel</td>
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<tr>
<td>Financial</td>
<td>Collection of fees prior to procedure</td>
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<tr>
<td>Minimizing patient</td>
<td>lines</td>
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<tr>
<td>Patient Care</td>
<td>Maximizing patient appointment time</td>
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<tr>
<td>AR</td>
<td>Minimal aged receivables</td>
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Mobile Collection
Advantages and Disadvantage

- Collection of fees prior to treatment
- Collection of entire treatment plan fee
- Chairside appointing
- Walkout statements
- Limited financial planning
- Financial adjustments
- Reviewing financial reports
- No patient check-out lines

- Balances/credits due post-modification of treatment
- Unallocated funds
Days Outstanding Revenue-DRO
Metric to determine speed of collection
Measures average days to collect AR

MWU CDM DRO = 6 days vs. MWU MSC DRO = 28 days
WOW Cart Components

- Ergotron Styleview Laptop Cart Model SV-32052-T
- HP Office Jet Printer 100 mobile printer
- Dell Latitude E6400
- Mag Tek Credit Card Reader
- DocketPORT 667 scanner
- Rechargeable 8 hour battery, 110v power
- Assembled for use by MWU IT Department