

CLEARWAVE PRE-CHECK FAQs

GENERAL QUESTIONS AND COMMENTS WE'VE HEARD, AND RESPONSES

Q: Why do I have to use the kiosk? My other Doctors offices don't do this.

We understand. We've implemented this to make your information more accurate and make the check-in process more efficient for all our patients. This helps us ensure the security of your information. Many healthcare facilities are now using kiosks like this for a faster, accurate process, and to help with safety as well. We're here to help if you have any questions along the way.

Q: Is my privacy protected?

Yes. We follow federal standards to protect your information. HIPAA, the Health Insurance Portability and Accountability Act, is the law that we have to be in compliance with. The system is HIPAA-compliant, and your information is fully encrypted, which allows us to protect your data even more securely than before.

Q: It's not personal.

It's electronic, yes, but actually helps our staff lighten their workload. This gives us more time for personal interactions - we like to talk to you, too!

Q: Whats the difference between "emergency contact" and "HIPPA contact"?

The emergency contact is the person we would call for you in an emergency. The HIPAA contact is someone you feel comfortable receiving information about your healthcare on your behalf. It might be the same person, like your spouse would be contacted in an emergency, and can get a message about your results. Or maybe a best friend is an emergency contact, but your healthcare information should only be shared with a designated family member.

Q: (Regarding custom questions) Why do you need this information?

Some of the questions are required by federal law and some help us to provide you with better personalized care. If you are uncertain about a question, we're here to help.

Q: This takes longer than I thought it would.

It takes a little time for the first time you check in. Then, the next time, it just reviews the information and makes sure it's you and asks if there are any updates, so it's much faster.



CLEARWAVE PRE-CHECK FAQs cont.

GENERAL QUESTIONS AND COMMENTS WE'VE HEARD, AND RESPONSES

Q: Do I have to scan my driver's license and insurance every time I come in?

You'll scan your driver's license when you check in for an appointment so it can verify that it's you. Insurance cards are only scanned the first time, or once a year, unless you have an insurance change and need to add a new card.

Q: What if I don't want to use a kiosk?

We like it because it makes your waiting room time shorter, and it helps us to get more done - but if you need help checking in, we're here to help.

Q: What if I don't want to pay with a credit or debit card?

You can select the Cash or Check button on the payment screen when you're checking in and pay by cash or check at the front desk.

Q: I have a question about the amount due?

We can review your co-pay or balance at the front desk - just select the Cash or Check button on the payment screen when you're checking in, and we can help you with that.

Q: I don't want a receipt by email, can I get a paper copy?

We can print that for you at the front desk - we'll just print a paper copy of the payment for you, no problem.

