



# Case Study

ColumnHealth, a network of outpatient addiction treatment clinics, was challenged with the lack of patient engagement outside the four walls of their clinics and faced with bottlenecks during the registration and front-end workflows.



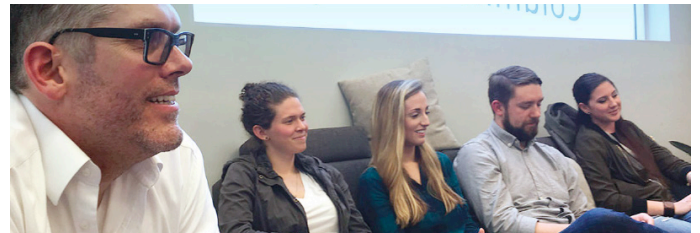
## The Challenge

ColumnHealth is a network of outpatient addiction clinics located in Boston, Massachusetts. They offer a full suite of mental health and substance use treatment-related services, including psychotherapy, integrated lab testing, detoxification, and medication management.






ColumnHealth was looking for a digital solution that would allow them to engage with their patients outside of the clinic, improve patient outcomes, and experience and increase productivity while reducing operating costs.

## The Results and Benefits

During December 2019 after implementing Qure4u's All-in-one Digital front door solution, ColumnHealth saw immediate benefits including an average of 72% adoption rate of the All-in-one patient app across all of their 9 locations, a total of 26,514 minutes saved from patients pre-check-in before their visits, 5,892 staff minutes saved from pre-check-in data entry, and a total of 98.2 hours reallocated for labor totaling a \$7,017 monthly increase to their bottom line. These time savings translated into an opportunity for ColumnHealth to see at least four more new patient visits per day, creating an additional increase of \$6,171 per month in revenue.



## Overview

 Customer	 Technology	 Min / Hrs Saved	 Income Savings	 Additional Savings
ColumnHealth Behavioral Health Boston, MA	All-in-one Patient App - Remote Check-In - Digital Check-In - Telehealth	Time saved = increased patient volume of up to 4 new patients per day, or <b>\$6,171 per month</b>	441.5 Hours x \$13 <b>\$5,740</b> Revenue Increase for December 2019	98.2 Hours of Staff reallocation, or <b>\$1,277</b> saved for December 2019