

Advanced Health Care streamlines high-volume admissions through automation and digitization

CHALLENGES

- > Staffing strain due to high volume of daily admissions
- > Cumbersome, paper-based processes
- > Time lost to duplicate data entry and manual uploads
- > Delays from routing printed forms for patient signatures

SOLUTION

- > MatrixCare Engage eForms



Advanced Health Care (AHC) is a network specializing in short-term post-acute nursing and rehabilitation, founded on the belief that purpose-built facilities can elevate the standard of care. In 2004, AHC opened the nation's first free-standing transitional rehabilitation facility in South Ogden, Utah, introducing a model for short-term recovery that remains influential across the industry.

High-volume bottlenecks

One of AHC's strictly short-term facilities, Pine View Transitional Rehab, was processing admissions using manual, paper-based processes that resulted in delays and a strain on staff. Practices included entering patient information into a spreadsheet, merging that file into another format, printing documents to bring to patients to sign, and scanning signed documents to upload as electronic files.

"We're strictly short term, so we were doing probably 50 to 60 admissions company wide every day, and the process was very just old school, paper-oriented, and cumbersome," stated Amber Waters, vice president of clinical services at AHC.

A smoother, faster way to work

Pine View piloted using MatrixCare Engage eForms, a fully integrated e-signature and document management solution, to replace their outdated processes with a modern, digital method that could be rolled out across all AHC facilities. eForms automated the entire admissions process, uploading data into resident documents quickly and accurately.

Capabilities such as one-click signatures, automated document tracking, and creation of digital admission packets eliminated reliance on manual entry and on printing, scanning, and hand-delivering paper records. That resulted in time-savings for admissions staff and allowed nursing directors to do chart checks right away instead of having to wait until medical records became accessible.

"We were just looking for electronic signature, and this was our next step," explained Waters. "The signature uploads into the resident documents and actually shows up on the document where we want it."

Digital transformation company-wide

The MatrixCare Engage eForms pilot at Pine View demonstrated meaningful operational improvements that proved its value. Automation sped up admissions by 20 to 45 minutes, making it easier to accommodate high volumes. The ability to digitally share information and forms, such as admission packets, allowed families to stay engaged and informed from anywhere. And setting mandatory form fields helped prevent gaps in information that threatened compliance.

“Since this rolled out, we haven’t had any survey citations on our admission paperwork.” Waters stated.

Following the successful implementation at Pine View, AHC rolled out eForms at its 26 other facilities, establishing standardized processes that helped ensure continued alignment and a consistent experience for staff, patients, and families.



PINE VIEW TRANSITIONAL REHAB’S RESULTS TO DATE

Saves admissions staff 20–45 minutes per patient

High admissions volume managed through automation

Improved compliance through mandatory form fields and alerts

Enables remote participation for families

Easier to ensure company-wide alignment when changes are made

(Customer results may vary)

Through Pine View’s experience, AHC discovered that replacing manual, paper-based processes with a fully integrated e-signature and document management solution can accelerate, streamline, and standardize workflows.

Implementing MatrixCare Engage eForms allows teams to more efficiently manage high-volume admissions while supporting clearer coordination and collaboration among caregivers, residents, and families.

Contact our experts at **866.469.3766** or visit **matrixcare.com** to see how MatrixCare Engage eForms can streamline admissions and simplify documentation.