



Arch Bariatrics Case Study

How Arch Bariatrics Used StepForward to Improve Patient Outcomes, Improve Compliance and Reduce Costs

Overview

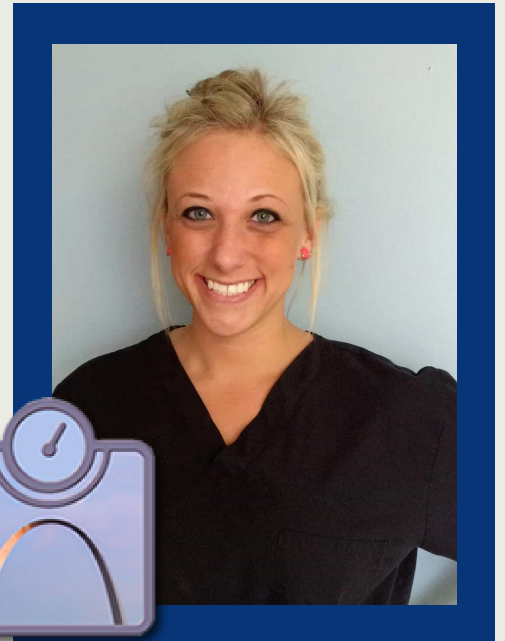
Arch Bariatrics is a leading surgical weight loss program in the St. Louis Region. They manage a patient centric clinic that educates, guides and supports every patient through their weight loss journey.

Through this personalized multi-step process, communicating and tracking a patient through the program is essential for successful outcomes, however their home grown solution was falling short. It was unable to:

- Track new & current patient information and follow-up schedule
- Manage prior authorization processes, requirements, and changes with insurance
- Coordinate patient/doctor communications

Because of these shortcomings, they realized they needed a better solution to track patient progress through the program without the expense of consultants developing and maintaining another system.

Jessica Anton
Practice Manager



Arch Bariatrics

"StepForward is a platform that's tailor made for ease of use for healthcare staff such as myself. It's easy to see how StepForward can save us time and ensure no patient slips through the cracks."



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With StepForward

At the beginning of 2021, Arch Bariatrics adopted StepForward which enabled them to:

- Organize patient inbound increasing patient satisfaction and reducing drop out
- Ensured clinic stability- reducing dependency on Microsoft
- Simplify in-basket & prior authorization processes
- Track changes in insurance company requirements
- Automate manual processes, increase practice efficiency

12.5% Revenue Saved



Results

- Improved patient-doctor communication reducing patient drop out
- ROI in **10 days**
- \$10,000 + \$3600/year immediately saved in consulting fees for custom cloud solution
- \$100,000 saved in fees from potential hack due to amateur level security of previous solution
- \$9,000+ saved annually in staffing costs from improved workflows and integrations

ROI in 10 days