

Phreesia Drives Success in High-Performing Urology Groups Across the Country

Chesapeake Urology

52 providers, 22 locations across the Mid-Atlantic

With Phreesia's clinical screeners, Chesapeake Urology gathers valuable patient-reported data, reducing manual workload for staff and improving the quality of provider-patient interactions

Julie Roberts, Chesapeake Urology's clinical applications manager, said the practice has seen numerous benefits from using Phreesia's automated screeners, including:

- ✓ More meaningful patient visits
- ✓ A better understanding of patients' symptoms
- ✓ Improved clinical care and outcomes
- ✓ Time savings for staff
- ✓ More consistency

KEY CLINICAL SCREENINGS

The International Prostate Symptom Score (I-PSS)

Measures urinary symptoms and quality of life

The Sexual Health Inventory for Men (SHIM)

Used to screen and diagnose erectile dysfunction

The Overactive Bladder Assessment Tool (OAB)

Measures the presence and severity of overactive bladder symptoms



One issue we had was that our staff would forget to administer screeners because it was so hard to have every physician's criteria in mind. Now that process is streamlined and automatic.

- Julie Roberts, Clinical Applications Manager, Chesapeake Urology

Triangle Urology

6 providers, 4 N.C. locations

With Phreesia's Patient Surveys, Triangle Urology collects actionable satisfaction data that informs efforts to make the patient experience better.

For instance, survey data revealed that patients weren't happy with the practice's after-hours communication. When patients called after closing time, they heard a message with a phone number to call to reach the after-hours contact person. Based on patient feedback, the practice is retooling that extra step so after-hours calls are routed automatically, said Davin Brown, Triangle Urology's CFO. "We would have never made that change without the surveys," he said. "We wouldn't have known it was a problem."



1,000+

completed surveys



13%

completion rate



81

Net Promoter Score



The patient surveys allow us to identify and act on issues much faster than we would otherwise.

- Davin Brown, CFO, Triangle Urology