

Industry Insights

Vaccine mandates and returning to the workplace - do you have a plan?



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This month, we take a look at the consequences of two never-before-seen issues facing healthcare provider businesses today: vaccine requirements and staff returning back to work.

These two challenges have generated a wide range of solutions, as providers, who are facing more and more narrow margins, attempt to minimize the impact to their bottom line and operational efficiencies. Some solutions range from hybrid schedules to vaccine clinics, as described in a [recent article by Becker's Hospital Review](#).

No matter what solution is implemented to address these two new issues, a few things are apparent:

1. Providers are/will be losing staff.
2. Temp or untrained staff will be a more common part of operations.
3. Inefficiencies in the workflow will have greater impact.
4. Lost revenues/collections are a serious downstream effect of inefficient and wasteful workflow.
5. With the barest of margins, most providers probably couldn't survive even a 20% decrease in income.

Unfortunately, most providers still rely on poor sources for patient eligibility and demographic validation. Such sources are typically vendors offering free or cheap validation services or providers' own stored data, old claims or manually obtained data. Data from these sources is a big culprit in downstream inefficiencies, and, worse, revenue losses.

Getting patient data right is imperative. This means data that is accurate at the time of validation and available when you need it. Timing is also more critical than most people realize. Acquiring good data **before services are rendered** can be your easiest and least expensive way to minimize the negative impact of these new business challenges.