



WAIVE FIELD REPORT · 01

The true cost of manual admin.

A plain-English breakdown of what paperwork, fax triage, and follow-up tasks are actually costing your clinic – in dollars, hours, and lost capacity.

140+ hrs/mo

Returned to clinics using
Waive each month.

\$150K/yr

In savings while
using Waive.

5 mins

Average time to read
this report end to end.

— 01 — THE FOUR LEAKS

Many clinics underestimate admin overhead by 40-60%. Here's where the money actually goes.

A 5-provider clinic running on a standard EMR can lose the equivalent of two full-time admins to repetitive work that does not always need to be done manually. We modelled a typical week below using mid-range industry benchmarks and Waive client baselines.

Please note this table is a modelled estimate.

LEAK	HOURS/ WEEK	LOADED COST*	ANNUAL COST
Document & fax triage Sorting referrals, labs, consult notes into the chart.	12 hrs	\$32/hr	\$19,968
Re-typing demographics & intake Paper / PDF forms keyed by hand into the EMR	9 hrs	\$28/hr	\$13,104
Follow-up tasks & recall calls Manual outreach for results, no-shows, and rebooks	10 hrs	\$30/hr	\$15,600
Prior auths & claim rework Chasing approvals, fixing denials, re-submitting	8 hrs	\$36/hr	\$14,976
Clinician documentation overflow 2-5 hrs/day per provider on charting after hours	15 hrs	\$120/hr	\$93,600
Total leakage - single 5-provider clinic	54 hrs	—	\$157,248

The capacity tax. Every hour your team spends triaging a fax is an hour they aren't moving patients through the schedule. At \$180 average revenue per visit, the four front-of-office leaks above can also delay roughly **3-5 visits per day** from getting booked.

***LOADED COST**

Wages plus benefits, employer taxes, and statutory burden. Conservative US/CA mid-range used for benchmarks; physician hours valued at billable rate.

— 02 — HOW TO START RECOVERING IT

You don't fix this by hiring. You fix it by removing the work.

Try this on Monday

Pick the single highest-volume document your front desk handles — almost always faxed referrals or lab results. For one week, log every step a human takes between "fax arrives" and "filed in chart."

You'll often find 6-9 manual touches per document. That single workflow, automated, is usually **worth 8-12 hours of admin time back per week** — before you change anything else in your stack.

What automation actually looks like

INBOUND FAX	Parsed, classified, routed
PATIENT MATCH	Auto-linked to the chart
STRUCTURED TASK	Assigned to the right role
FOLLOW-UP	Triggered on the right schedule

None of this requires switching EMRs. Waive runs as a layer on top — your team keeps the system they know.

What our clients say:

“Our clinic has witnessed a noticeable transformation with Waive's solutions. They have streamlined our operations, automated our tasks, and improved patient experiences.”

DIRECTOR OF OPERATIONS • QUEEN SQUARE DOCTORS

NEXT STEP

Book a demo to claim your free 30-day pilot. No commitment. We'll set up directly in your EMR so you can see real results for yourself at no cost.

CLAIM YOUR FREE 30-DAY PILOT →