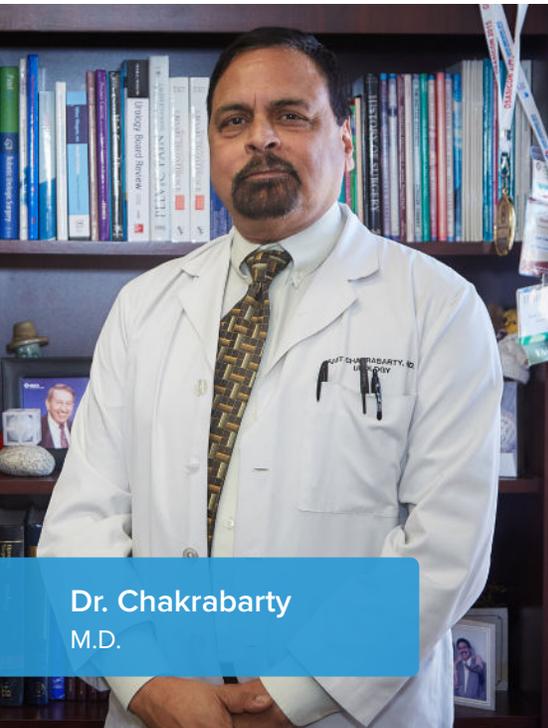


How Streamlined Technology Helped a Busy Clinic See More Patients

POPLAR BLUFF UROLOGY is a growing clinic, currently in the process of expanding. Dr. Amit Chakrabarty is a national and international surgical proctor for several innovative urological procedures for men, women and general urology, combining comprehensive treatment plans with a strong emphasis on the doctor-patient relationship.

LEARN how Dr. Chakrabarty is gaining efficiencies thanks to CareCloud.



Dr. Chakrabarty
M.D.

FAST FACTS

Poplar Bluff Urology

- Adult and Pediatric Urology
- 1 Provider
- 1 Location
- 6 Staff Members

Solutions

- CareCloud Breeze
- Charts EHR
- Concierge RCM

The Challenge

- Staff were spending valuable hours every day transcribing intake and consent forms into EHR + PM systems
- Billing was taking up an increasing amount of time, yet denials and accounts receivable kept climbing
- Documentation was taking up more and more time during clinical encounters

THE CARECLOUD DIFFERENCE

PERCENTAGE OF AR
78% TO 36%



OVER 120 DAYS

BILLING DAYS REDUCED
BY 20



FROM 62 DAYS

PATIENTS SEEN PER DAY
10+



FROM AVERAGE



Streamlining the Patient Management Workflow

Like most practices, Poplar Bluff was drowning in paperwork. Patients had to fill out long intake forms, plus all the consent forms necessary for surgery. All of these forms came back to the office staff, who would then transcribe forms into the EHR and PM systems. This process took up valuable hours of every day.

As an early adopter of new technology, Poplar Bluff was quick to see the benefits of adding Breeze to their CareCloud platform, which helped connect all the dots from patients to payers in one solution. With streamlined patient management workflow, intake forms are imported directly into the EHR and payments automatically posted to the PM. This frees up significant administrative time, but has also unlocked hours in the clinical workflow.

“...I CAN GET IN AND OUT OF A PATIENT’S ROOM AND SPEND ONLY FIVE MINUTES OR LESS ON THE COMPUTER.”

“RIGHT NOW WE ARE BREEZING THROUGH OUR ADMINISTRATIVE NEEDS - BECAUSE OF BREEZE.”

Creating a Paperless Practice

Although automatically posting the intake to the EHR and PM has obvious benefits on office efficiency, the idea of a paperless practice has had traction with patients.

Patients are introduced to the idea of completing intake on an easy touch-screen tablet prior to their appointment. Some patients choose to bring someone along to assist in the process, or nurses occasionally have to assist, but 70% of patients are able to take care of themselves, reducing the burden on nurses, who used to deal with 100% of the paper forms.

“Everyone can text, everyone can do Twitter, Instagram, and Facebook, so why can’t they do this?” notes Dr. Chakrabarty of learning Breeze, for patients and staff alike. “It’s not that difficult.” In fact, it’s the office manager at Poplar Bluff who encouraged Dr. Chakrabarty to go 100% paperless, putting the consent forms directly into CareCloud for patients to sign electronically.

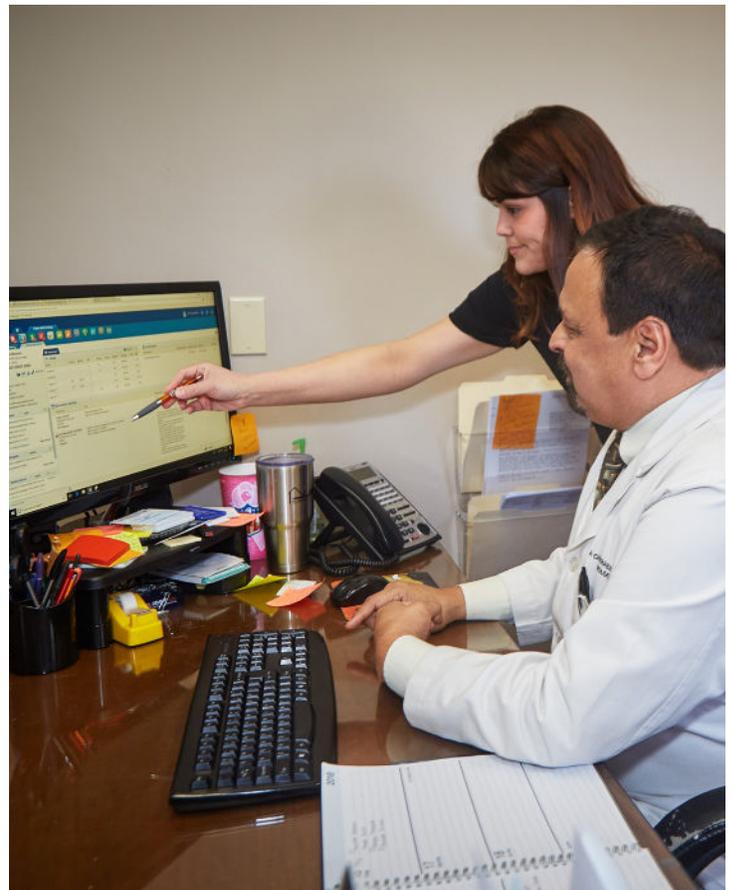
Driving Practice Profitability

CareCloud’s revenue cycle management solution offloads the heavy lifting around getting paid, giving Dr. Chakrabarty the opportunity to fully focus on his patients, while empowering his staff to review reports and troubleshoot independently. Every two weeks, the practice’s dedicated CareCloud account manager checks in with Poplar Bluff’s office manager and sometimes with Dr. Chakrabarty sitting in.

“The support staff which we have with CareCloud are awesome,” notes Dr. Chakrabarty. Together, CareCloud and Poplar Bluff have fully transformed practice profitability, reducing denials and account receivables within the first three months and maintaining those improvements over a full year.

In one year, billing days have gone from 62 down to 40 and the first pass resolution rate has climbed up to 91%, a huge improvement over the 63% without the RCM support at CareCloud. The percentage of accounts receivable over 120 days has also improved by over 53% from the previous year.

As a consistent early adopter, Dr. Chakrabarty was also one of the first to make use of CareCloud’s 100% complementary MIPS success package and integrated dashboard, designed to help practices such as Poplar Bluff capture and report on data for the Merit-based Incentive Payment System (MIPS). With personalized assistance from CareCloud, Dr. Chakrabarty was able to report on six quality measures (four specialty-specific) in Year 1 of the program, a feat that was “not easy” without help for that first year. CareCloud offers a MIPS Success Package that includes a CMS-approved qualified registry reporting tool, intuitive reporting templates and tools and a dedicated account manager that helps practices develop their own customized MIPS Action Plan to succeed.



FROM PATIENTS TO PAYERS AND EVERYTHING IN BETWEEN

Want to learn more about how CareCloud can take care of your practice?

Visit carecloud.com/product-tour or
call us at 1-811-342-7519 to schedule a demo of our platform.

