



Essential Medical

Keeping the Focus on Patient Care with Kareo

Family
Medicine

Kristi Wallace, FNP-C, has been involved in providing quality local healthcare since she was just out of high school. She attended nursing school and then graduate school to become a Nurse Practitioner. She was born and raised in Eugene, Oregon and has worked there at a hospital, a correctional facility, and the Veterans Administration.

Ultimately, Kristi had always hoped to go into private practice and provide care her way to her local community. In the state of Oregon, NPs can practice independently without a collaborative physician. “I wanted to provide very personalized care and serve whole families,” she says. “My hope was to provide the kind of care I would want for my own family.”

Challenge

A start up practice is always a challenge. Like any small business, you need funding to keep it going until you start making money. You need to get new patients, and you have to manage all the billing and documentation to make sure you get paid.

Kristi was planning to do it all herself, initially. “This practice is just me, myself, and I,” she jokes. But she didn’t really know what she needed to get started. “I had experience with EHRs but not much exposure to billing and scheduling systems. I asked for recommendations and Kareo came up most often,” she adds.

Solutions

Once she saw Kareo, she knew it was the right fit. “I had coding experience from using other EHRs and my daughter-in-law is a medical biller so I tapped into her background,” recalls Kristi. “I used all the training from Kareo and support from my daughter-in-law to learn as much as I could.”

Kristi chose Kareo in December, moved into her office in February, and started seeing patients in March. “By the time I started seeing patients, I’d had a couple of months to train and get comfortable.”

Now, she is doing her own billing and has added a person to help with scheduling and check-in. “It’s been slow going to build the practice,” says Kristi. “I am working three and half days a week and just seeing a few patients a day.” But she doesn’t have to spend a huge amount of time on the administrative stuff.

KAREO SOLUTION



Kareo Billing



Kareo Clinical



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“Kareo is so **easy to use**, and the **customer service and support is outstanding**. I love having my own practice, and I couldn’t have done it without that support.”

Kristi uses the Kareo Clinical to document and complete the electronic superbill. After submitting the superbills, they are waiting in Kareo Billing. She submits her claims daily, has virtually no denials and her average days in A/R is 25. Her biggest payer, Blue Cross/Blue Shield pays in about two weeks, and with deposits coming in through electronic funds transfer (EFT), the payment shows up almost immediately.

She is able to focus most of her attention on patient care and building her practice. “I haven’t had to spend much time adapting the Kareo Clinical either,” she says. “The templates are a good fit for my primary care practice, the eprescribing and labs work great, and I really like the preventive care recommendations.”



25
avg. days in A/R



2wks
BC/BS pays



Conclusion

According to Kristi, she wouldn’t be on her way to a successful independent practice without Kareo. “Kareo is so easy to use, and the customer service and support is outstanding. I had a Customer Success Coach who was there with me through the whole setup, and we talked every week. I love having my own practice, and I couldn’t have done it without that support.”