



The Doctor's Clinic

Increasing Revenue 35% with Kareo

Family
Medicine

Dr. Fred Duhon started the Doctor's Clinic 42 years ago in Lafayette, GA. He's been in the same location with the same nurse from the day they opened. With a streamlined team of seven administrative and clinical staff he sees as many as 75 patients a week. Until recently this was largely managed on paper and with an antiquated server-based DOS billing system.

Challenge

When Melinda Jewell took over as the Office Coordinator, she says it "was total chaos." Getting anything done was tedious. "It was a very old and out of date system. It was so hard to do anything like apply payments," she adds.

There were problems with claim tracking, high denials, and patient collections. Melinda was determined to turn things around and start automating as much as she could with more modern systems.

Solutions

"We signed on with Kareo in July 2015," Melinda recalls. "As soon as I started playing around with it, I loved it." They use it for scheduling, collecting patient payments at the time of service, processing claims and posting payments. "It basically does most of the work for you," she adds. "You are really just checking things to make sure they are correct."

Results

Everything took a lot more time with the other system. Now, the team at The Doctor's Clinic can do almost every step of the scheduling and billing much faster and more efficiently. "With the old system you didn't always know if there was a problem with a claim so denials were very high and often unresolved," says Melinda. "It also took longer to check patients in, collect patient payments, and receive insurance payments."

Now, Melinda says she gets the encounters each day and can submit them within a day. The staff can quickly collect payments at check in, and they can see problems immediately. "Overall, the denial and rejections are a lot less than before, and when there is a problem, Kareo alerts you," explains Melinda. "Now I know almost right

KAREO SOLUTION



Kareo Billing



Kareo Clinical

The Doctor's Clinic

Where we care about your life



"It's just **faster and easier**, and some things that didn't even get done before **happen automatically now**. We really love it."

away if a claim is rejected or denied, and I can quickly correct it and resubmit.”

Payments are also coming in much faster. “With the quick submission and use of electronic funds transfer, we get paid in a matter of days with most payers,” says Melinda. “Even our secondaries pay much faster. It used to take months sometimes and now it is weeks.”

In addition to improvements with billing, Kareo has helped the practice reduce appointment no-shows and improved check in dramatically. Melinda estimates that before Kareo about 20 patients a month didn’t show up. Today it is more like five patients who don’t show up. That’s around \$1,500 a month that has been saved just by automating appointment reminders.

When patients arrive their check in is much faster as well. “I actually started as the receptionist and used to check patients in,” recalls Melinda. “It took two people to do check-ins and collect copays, and we still had a line of people waiting all the time.” She adds that she was sure with a better system they could do it faster and with one person. And, she was right. With Kareo, one person checks in patients and collects all copays, and there is rarely a line. “Kareo is just much faster and easier to use than what we had before,” she says.

All of these improvements have come down to one big result—the practice has increased its revenue by 35%. And they are still working to implement more improvements.

The practice signed up for Kareo Clinical, but Dr. Duhon hasn’t started using it yet. “With MACRA coming, he is planning to finally make the move away from paper,” Melinda says. “Over eighty percent of our patients are Medicare, and we can’t afford any more penalties. I think we will see even more efficiency and revenue improvements once we are fully using the EHR.”



75
patients a week



75%
reduced no shows



35%
increased revenue

Conclusion

Melinda loves that Kareo has helped them increase revenue without adding more work for staff. In fact, it has reduced work in several areas, allowing them to improve the patient experience. In addition, they can finally look at things they couldn’t even consider before like CMS incentive programs.

Melinda sums up their experience, “It’s just faster and easier, and some things that didn’t even get done before happen automatically now. We really love it.”