

Orthopedic Surgeons, Inc. At-A-Glance

For over fifty years, Orthopedic Surgeons, Inc. (OSI) has provided comprehensive orthopedic and sports medicine care to the Kansas City, Missouri area. Through its four locations, the company offers a full range of medical and surgical treatments and emphasizes a whole-person approach to medical care.

Prior to partnering with Health iPASS, many processes were manual and its staff was struggling to collect accurate demographic information. OSI uses Exscribe as its practice management system and wanted to create efficiencies and reduce the amount of manual work by implementing automated services. OSI also hoped to switch from paper to electronic processes and implement digital statements.

14 Providers | 6 locations | Exscribe PM/EHR

Results Delivered with Health iPASS

OSI chose the Advanced eBilling and Automated Appointment Reminders solutions for their offices. According to Brendan Chavez, Revenue Cycle Manager at OSI, the onboarding was easy and the transition was seamless.

Like many industries, OSI experienced high turnover, specifically at the front desk. With new associates in place learning systems and procedures, certain operational tasks like calling patients to confirm appointments were missed at times. Outsourced automated reminders solved the issue. Overall, when it came to onboarding new employees, having solutions from Health iPASS implemented meant consistent processes were in place that made training easier.

To modernize its billing process, traditional paper statements were replaced with e-bills. While its older clientele was accustomed to printed communications, the new digital process featuring electronic statements resulted in more collections. Over the course of a year, an additional \$90,000 was realized. Digital statements led to improved collections, which led to additional cash flow and a better bottom line.



\$90K

\$90K collected directly through HiP Platform

\$165k+

\$165K+ increase in overall patient collections

9 Days ↓

Reduced days in A/R to 9 days

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We've had significant turnover, but Health iPASS has made a big difference when it comes to the ease of training new staff. Having consistent processes in place eased the transition.

Schedule a demo

Call **(855) 484-4727**

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