A DocuTAP Case Study

GetMed Urgent Care

ENJOYS INTEGRATED EMR AND BILLING SERVICES WITH DOCUTAP RCS
Clinic Profile

**CLINIC:**
GetMed Urgent Care
2 clinic locations — Boca Raton and Plantation, Florida
Opened in 2012

**STAFF:**
7 staff members
Including 3 medical providers and 1 office manager

**CURRENT PATIENT VOLUME:**
15-20 per day (average across all locations)

**CLINIC OFFERINGS:**
Urgent Care
Primary Care

**USES DOCUTAP FOR:**
Revenue Cycle Services (RCS)
Electronic Medical Records (EMR)
Practice Management (PM)

**DOCUTAP CUSTOMER SINCE:**
2013
CASE STUDY: GetMed Urgent Care

Summary & Challenge

**SUMMARY**
GetMed Urgent Care wanted a user-friendly EMR and a billing service provider who knew how to review and submit electronic claims. DocuTAP RCS has given them the simplicity of one point of contact for questions and support.

**BACKGROUND**
GetMed Urgent Care is a one-state, physician-owned urgent care clinic serving patients on the southeast coast of Florida. Providing urgent care, and limited primary care, GetMed opened its first clinic in 2012 and has since added a second location in 2013. Their well-balanced patient base is: 10% pediatric (ages 6 months-18 years old) 60% for ages 18-65, and 30% geriatric patients (ages 65 and up). A significant portion of patients served include both adult residents and Medicare patients.

**CHALLENGE**
GetMed Urgent Care started searching for EMR software when they opened their first clinic in 2012. After looking at a few “non-clinically friendly” EMRs, they decided DocuTAP’s EMR was the best fit for their efficient patient workflow. As a new clinic, GetMed wanted to make sure they didn’t make mistakes with in-house billing. Hiring a third-party billing service that didn’t understand how to utilize DocuTAP’s practice management system was not an option.
DocuTAP Solution

**SOLUTION**

DocuTAP Revenue Cycles Services (RCS) was the obvious choice for providing the clinic’s billing and claims processing. **Having these two services together in one company means GetMed does not have to go multiple places to have questions answered.** In addition, having a single point of contact at DocuTAP makes sure GetMed’s requests are met in a timely fashion. “Our account executive chats with us every two weeks about our billing status, and I can email her anytime with a question,” says Sherrie Helbling, office manager at GetMed. “I always get a same day response.”

“RCS simplifies things. It takes away the responsibility of constantly reviewing claims so we can focus on patient care.”
Results

With DocuTAP RCS, GetMed Urgent Care has enjoyed the streamlined experience of having a billing service provider who knows DocuTAP’s EMR and PM systems intimately—so claims are addressed and posted to payers with necessary data the first time.

**TIMELY CLAIMS POSTING & REIMBURSEMENT**

GetMed is seeing timely reimbursements with DocuTAP RCS, receiving most payments on claims within 30 to 60 days. They appreciate the quickness of daily claim posting as DocuTAP posts all EOBs—and resubmits rejected claims—within 24-48 hours. Although GetMed acknowledges billing providers have little to do with reimbursement rates because of set contracts with payers, fewer codes are missed because of DocuTAP’s automated code capture.

**TRANSPARENT ACCOUNTS RECEIVABLE & REPORTING**

One of the most important keys to a successful clinic is a continuous revenue flow. That’s why DocuTAP RCS works together with GetMed to ensure they know exactly where each individual claim is—and why certain claims are being held up by payers.

A recurring one-on-one phone call with a DocuTAP account executive who presents custom reports on claim status keeps GetMed informed.

GetMed also utilizes the reports library in DocuTAP’s PM daily. “We love that the DocuTAP reports let you see all that’s going on,” noted Helbling. Additionally, the Enterprise Dashboard gives GetMed immediate access to key performance stats like A/R aging and patient wait times in an at-a-glance format.
Results (continued)

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STAFFING EFFICIENCIES & COST SAVINGS

If they didn’t use DocuTAP RCS, Helbling agrees “GetMed would need to employ at least one full-time coder, and perhaps more, as we open more locations and patient volume increases.” The average cost for a Certified Professional Coder (CPC) in 2012 was $47,796 according to the American Academy of Professional Coders (AAPC).

By having DocuTAP RCS do their billing, GetMed staff can focus on delivering quality patient care—which is important for the efficiency of this smaller clinic team. Plus, DocuTAP’s RCS team, based in South Dakota, receives and makes patient calls for GetMed—along with providing extended hours. GetMed has the peace of mind knowing they can rely on DocuTAP’s knowledgeable RCS staff to answer billing questions.

TIME SAVED & EXPERT SUPPORT

Not only does DocuTAP RCS save GetMed personnel costs, they also save hundreds of hours a year in time spent reviewing charts for correct documentation. Having DocuTAP examine patient charts helps providers and management know that all the correct procedures and diagnosis codes have been included for the patient encounter—both for claim acceptance and an accurate CPT code. “It’s nice to know someone is physically looking over all the charts to ensure we’ve met the right coding level,” shares Helbling.

The DocuTAP RCS team, who knows the urgent care practice inside and out, also has the advantage of using DocuTAP’s integrated EMR and PM software. The system generates an automated patient super bill—and streamlines the often time-consuming billing process down to a few, fine-tuned steps.

EASE OF SCALABILITY

A growing urgent care, GetMed wants to be able to expand patient services without the hassle of adding more staff. DocuTAP RCS allows them to do just that. No matter the
growth of claims, DocuTAP can handle the responsibility easily with a billing staff dedicated to fast, quality coding verification and claim submissions.

GetMed recently opened their second clinic location—and commented on the ease of transition with DocuTAP EMR and RCS. “The DocuTAP team was very accommodating in helping us with the opening of our new location,” said Helbling. “The Implementation and IT group were very helpful. Overall, we're pleased with DocuTAP’s billing services—and the price we pay is worth it because we know how much work it takes to do billing on the back-end.”
Final Thoughts

Office Manager Sherrie Helbling concludes “RCS simplifies things. It takes away the responsibility of constantly reviewing claims so we can focus on patient care.” With DocuTAP RCS, GetMed has the assurance of one urgent care EMR and billing provider, transparency with reporting, and the comfort of knowing claims are being addressed in a timely manner. GetMed can get all their billing questions answered quickly with personal service from their account executive. Most importantly, DocuTAP RCS keeps GetMed’s revenue flow profitable—and the all-significant bottom line—on track toward success.
About DocuTAP

DocuTAP is a leading software provider of a fully integrated EMR (electronic medical records) and Practice Management system for urgent care clinics. Included with DocuTAP is an Enterprise Dashboard with real-time data updates and a CME (coding made easy) tool. DocuTAP’s distinguishing feature is its cloud-based, web-driven platform which can be used on mobile tablets. Revenue Cycle Services for billing and claims management are also available.

Created specifically for urgent care, DocuTAP offers a complete turnkey solution with customizable workflow management, a patient portal, third-party interface options, and hardware configuration. Removing the need for paper-based records, DocuTAP offers urgent care clinicians the efficiency of digitalized documentation — and streamlines processes to improve healthcare delivery and patient care.

With a value-based pricing model, DocuTAP is Meaningful Use certified for those participating in Medicare or Medicaid EMR incentive programs. Clinics enjoy a 30-day implementation process, a training program and online Learning Management System, and a round-the-clock support team. Based in Sioux Falls, South Dakota, DocuTAP serves hundreds of urgent care clinics across the country. DocuTAP was founded in 2000 by CEO Eric McDonald, an original developer of the software.

Did you know?

Eric McDonald started developing the idea of DocuTAP in his basement in 1999, working one-on-one with physician consultants, practically living in a clinic for several years.