

A doctor's office has been struggling with inaccurate billing codes. By not entering the incorrect code up front, the administrative staff is forced into weekend reconciliations, which cost overtime and delay billings.

Solving this challenge will benefit the medical practice in the following ways:

- ◆ Improve patient satisfaction and loyalty through accurate billing processes
- ◆ Increase timeliness of payments from insurance companies by reducing contested charges
- ◆ Increase productivity of records department personnel by reducing needless processes
- ◆ Through more realistic and accurate billing data, the practice has a better indication of its current business status and any changes that should be made



THE SOLUTION

The focus of this solution is the integration of patient databases and billing applications through the IP phone, streamlining the process of applying patient/treatment billing codes.

1. At the touch of a button, provide the user a list of recent calls and visitations to choose from and associate a patient matter code.
2. Based on the call or visitation selected, provide the user with a list of valid codes to reduce incorrect entries.
3. Based on call/visitation selected, provide a default billing code to simplify/shorten interaction with application.
4. Associate picture ID with call/visitation detail identifying patient visually and decreasing incorrect patient/matter code selections.
5. A back-end operation automatically posts patient calls/matter codes to a billing application for further processing.