High-End Podiatry
Elevating your Practice Above and Beyond

If you're reading this, you're probably in podiatry, perhaps as a DPM or other podiatric healthcare provider, a stakeholder, or an administrator/manager. Whatever your role, presumably, you want to go above and beyond to provide excellent foot and ankle care.

By driving productivity, workflow, revenue, and patient engagement/mobility/satisfaction, you can elevate your podiatry setting in so many ways.

✓ **Outsourcing "Back-of-the-House" Tasks:** Many labor-intensive routines such as performing eligibility verifications and getting prior authorizations, dealing with out-of-network situations, billing, claims management, denials, claim tracking, EOB reconciliations, generating patient statements and taking incoming patient calls when they have statement questions, can all be outsourced economically.

Imagine the relief of no longer spending hours reviewing every claim to ensure acceptance and maximized reimbursement. The same can be true for managing denials, often by avoiding them proactively in advance. This liberation from time-consuming tasks can significantly enhance your efficiency.

(Note: transparency is a must because even though an outsourced team is working for you, you may still want to see everything they see, on-demand, at any time. You can never be disconnected from your data.)

Outsourcing, as described, creates workflow efficiencies and allows staff to focus more on the reason you're there: to provide patient care.

✓ **Financial/Operational Analytics:** You need month-end closings, productivity reports, revenue dash boards, revenue by procedure/by provider, and more. Often, the practice itself isn't sure which reports and KPIs are important and how to compare them correctly with previous timelines.

Moreover, you need AI-generated *predictive analytics* to foresee future trends and make informed decisions. This advanced tool can help you anticipate patient needs, optimize resource allocation, and identify potential revenue streams.

Your outsourced service should compile an array of analytics, KPIs, and dashboards for you and then review them with you routinely to see (1) how things went, (2) how are they going now and (3) how will they go so that any proactive actions can be taken to ensure all will be well.

As for transparency, you must always be empowered to compile reports on-demand to the extent you want. In fact, you should be able to create and schedule user-defined reports to self-generate on specific days/at specific times. And they must be exportable to Excel®.

Compiling and analyzing analytics is a time-consuming task. Although it can be offloaded to an outsourced RCM service, you must have on-demand connectivity to your analytics.

✓**Efficient EHR Clinical Charting:** Swiftly charting clinical information during encounters while maintaining personalized patient contact by not being hard coded into your computer screen or device is excellent for you and your patients.

It's possible if the RCM company has an ONC-certified, specialty-specific EHR that clients can access, and which supports AI-driven, natural language speech recognition where conversations between patients and podiatrists have clinically related information captured and inserted correctly into the patient's record. At the same time, the encounter report is created and ready to be saved.

This type of background or casual data capture is all done without eyes or hands on a computer or device.

You'd enjoy expedited yet comprehensive encounters without the technology interference that typically happens. You can focus more on the patient, creating a much better engagement aura while knowing that whatever information needs to be captured is captured.

(Note: the RCM company should let you retain your existing EHR, if preferred, with an interface to the RCM's system.)

✓**Empower your patients** with the ability to do a lot of their own work (online forms, demographics edits, scheduling appointments, etc.) at their convenience 24/7 through the RCM's portal. This level of control and convenience will not only satisfy your patients but also streamline your operations.

- **If patients can pay their responsibility balances** online directly to you, either through balance due texts or emailable patient statements, you'd save on postage, paper, and wear and tear. And you'd be able to track texts or emails.

- **Virtual encounters for Podiatry through telemedicine** is another powerful engagement and convenience tool for patients, for you, and for your staff. The comfort and ease of virtual encounters can significantly enhance the patient experience and your practice's efficiency.

When in-office visits can be replaced with virtual encounters, you'll reduce the resources normally required, yet you'll still derive the revenue, assuming the RCM company knows how to bill for podiatric telehealth visits.

Certainly, many podiatric appointments must be face-to-face with procedures being performed. But everyone benefits when any initial consults or follow-up visits can be virtual.

✓**Purchasable products** can be a major revenue producer in podiatry, with footwear, support hose, orthotics, canes, wraps, balms, and supplements often being sold by the practice.

The RCM company should support a built-in products manager that calculates sales tax based on the sale location and manages inventory. You'll want to be able to accept payments (including by gift cards and coupons) for products separately from payments on procedures.

Then, as noted above, you'll want an array of user-defined, product-related reports separate from your practice's analytics.

You could have a separate, stand-alone system for products. But when it's built into the RCM company's platform, everything works together without needing another system, vendor, interface, and support.

✓PACS for podiatric imaging is another area sometimes overlooked with RCM, but it's helpful if the RCM company can interface with virtually any PACS if that's important to you. Ideally, the RCM company should also have expertise in radiology billing.

Your podiatry setting can rise above and excel in so many ways, benefiting everyone in your network.

ADSRCM and our outsourced MedicsRCM services support everything as described and will guarantee to increase your revenue in 90 days. Alternatively, the MedicsCloud Suite from ADS can be deployed if in-office automation is preferred. Either way, the ONC-certified MedicsCloud EHR is for Podiatry is available, or you can retain your existing EHR interfaced with us.

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Contact us us at **844-599-6881** or email **rcminfo@adsc.com**
for more about driving revenue, productivity, expedited clinical charting,
mobility, and engagement for your podiatry group!