

Dr. Kelly Tepedino Streamlines Practice Workflow and Improves Financial Outcomes with modmed Dermatology's Suite of Solutions



“modmed Dermatology’s RCM solution has exceeded my expectations and has been seamless from the start. The average turnaround time for my payments is 13.5 days, and our denial rate is only 2 percent, which is impressive and a huge weight off my shoulders. It’s really rewarding to be able to watch our cash flow grow.”

— KELLY TEPEDINO, MD

KEY BENEFITS

Dermatology-specific suite of solutions streamlines workflow

Seamless all-in-one electronic health records (EHR) and Practice Management (PM) systems automate processes and save time

Revenue Cycle Management (RCM) improves financial visibility and outcomes

Reliable team of specialty experts to aid in practice success

A FRESH START

When Dr. Kelly Tepedino started North Florida Dermatology, in Lake City, Fla., she wanted to implement dermatology-specific technology solutions that would grow with her practice so she could focus on treating her patients. She made the decision to adopt Modernizing Medicine’s suite of products, modmed Dermatology™, which includes the EHR system, EMA™, Practice Management and RCM services. This all-in-one solution automates coding, enhances patient flow and manages the billing process from check-in to paid account balances.

“My initial exposure to modmed Dermatology was during residency when I completed elective weeks with various practices that used EMA. My colleagues were really happy with it, and I was impressed with the wealth of dermatology-specific content EMA encompasses along with its ease of use,” Dr. Tepedino said. “When it came time to open my own practice, EMA was the top choice for my EHR system, and I quickly learned that modmed Dermatology also offers PM

and RCM services. EMA is so extraordinary that I couldn’t imagine the other solutions being anything less.”

“I loved the thought of having an all-in-one solution because I didn’t want to deal with multiple systems and vendors. I don’t make decisions lightly, but I knew from the beginning that modmed Dermatology would fit our needs and grow with the practice, which is a strong endorsement of my confidence in these products.”

PATIENT INFORMATION AT YOUR FINGERTIPS

modmed Dermatology is cloud-based and designed to connect the front and back offices, enabling for continuous access to patient information without disrupting workflow. By having the scheduling, clinical documentation, billing and reporting all in one system, Dr. Tepedino and her staff can effectively treat patients while remaining efficient.

“PM is so quick and easy to use that the front desk can check in a patient in less than two minutes,” Dr. Tepedino said. “A patient’s insurance card is scanned and eligibility is evaluated in real-time, automatically. When the medical assistant takes the patient back, they can indicate the room number from an iPad, which signals to me that the patient is ready to be seen. This saves time and streamlines workflow.”

“Our patients also really appreciate the functionality the system offers. The appointment flow tab, which can be accessed directly from the patient’s chart, displays the patient’s picture. Upon check-in, the receptionist can greet them by name, and our patients are so touched by the personalization they receive,” Dr. Tepedino said. “It’s also very easy to schedule an appointment, and we can filter by preference. For example, if the patient only wants to come in on Monday afternoons, the system will find all the available appointments within the specified timeframe. Appointments also are color coded by new patients, established patients, surgeries, cosmetic appointments, etc., so we can see what type of mix we have for the week.”

“The mobility modmed Dermatology provides is so convenient. When I’m away from the office, I can stay connected with my staff and my patients via PocketEMA™, the smartphone version of EMA. I can access patient information and refill prescriptions in minutes.”

LEAVE THE BILLING AND COLLECTIONS TO THE EXPERTS

With modmed Dermatology’s RCM services, Dr. Tepedino can let their dermatology-specific team manage the billing process so she can focus on the health of her practice and her patients.

“I thought it would be impossible for me to effectively provide quality care to my patients and also worry about collections, billing insurances and following up on denials and rejections,” Dr. Tepedino said. “I didn’t want to attempt to undertake those responsibilities because I felt it would be too overwhelming. Hiring a team of in-house billers would be too expensive, so instead I viewed RCM as an all-in-one package that came with my EHR. It made complete sense to let the experts at Modernizing Medicine manage these processes.”

“RCM has exceeded my expectations and has been seamless from the start. When I finalize a note, EMA creates the bill for me to include the CPT, ICD-10 codes and modifiers, and it’s automatically populated in my PM system. Then, the RCM team collects the bill, reviews the charges, sends it to the clearing house followed by the insurance company, and I get paid. The average turnaround time for my payments is 13.5 days, and our denial rate is only 2 percent, which is impressive and a huge weight off my shoulders.”

“Our dedicated RCM advisor is so knowledgeable and only a phone call away. We meet with her monthly and receive analytical reports that show how much the practice billed, how much revenue was generated, our denial rate, payer mix, etc. It’s really rewarding to be able to watch our cash flow grow,” Dr. Tepedino said. “Also, whenever a patient calls with a billing problem, we can direct them to the billing line, and their questions are always answered in a timely manner. There are instances when a patient will stop into the office with a billing question, and we don’t like to leave them waiting. We can call the RCM team, receive an answer and knowledgeably explain the resolution, which our patients appreciate.”

THE MODMED DERMATOLOGY EXPERIENCE

“As a dermatologist, I am so focused on treating my patients, so it’s valuable to have a solution that helps improve the clinical, financial and operational aspects of my practice. modmed Dermatology operates as one platform rather than numerous systems, eliminating the need for managing multiple interfaces and passwords,” Dr. Tepedino said.

“The experience thus far has been nothing but fantastic, and if we do have an issue, we always receive a prompt response from real people who are dedicated to helping our practice succeed. Modernizing Medicine cares about us and our patients.”

To learn more about the products Dr. Tepedino discussed, please request a demo at modmed.com or call 561.235.7501

