

Healthcare Has Changed.

Is Your Software Helping You Adapt or Holding You Back?

Is your software a helpful assistant or a daily obstacle? If you're considering a change, here are a few questions to think over:

Does my software help reduce data entry, extra clicks and taps?

Consider: What would make your software easier to use? Less typing and clicking? More dictation and automation? Easy, customizable scheduling? Built-in plastic surgery content? Integrated photography?

Impact: According to a 2017 survey of practicing physicians, 70% of EHR users reported healthcare IT (HIT)-related stress¹—and this was prior to the pandemic. Software that's easier to use helps reduce the burden on you and your staff.

Solution: Imagine working with software that helps you document quickly. An all-in-one system built by plastic surgeons that brings your practice data together, helping to reduce redundancies.

Does your software empower patients with virtual tools?

Consider: Can your patients access their doctor and their health information virtually? Can you send custom messages and reminders to keep your patients informed? Do you offer multiple payment options and send out surveys to monitor the patient experience?

Impact: When personal interaction is limited, it can strain the doctor-patient relationship, and make treatment plan adherence and payment collection more challenging.

Solution: Patient engagement tools that promote patient communication and access to care, including an interactive patient portal and mobile app, patient self-scheduling, messaging, surveys, automated reminders, convenient payment options, telehealth and more.

If your software isn't helping you adapt, consider modmed[®] Plastic Surgery.



¹Journal of the American Medical Informatics Association, Volume 26, Issue 2, February 2019, Pages 106–114.

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Does your software vendor help you manage your back-office operations?

Consider: Is the business of running your practice taking away time from patients? Does your staff have the information they need to discuss copays and balances with patients? Is it easy for patients to pay you?

Impact: Each year U.S. doctors lose an estimated \$125 billion in revenue to poor billing practices.² And for practices that have already suffered financial losses, their businesses depend on accurate and timely billing and collections.

Solution: modmed® BOOST brings our Practice Management software and Business Operations Services together. Our Practice Management software can automatically verify eligibility, scrub claims and manage your office flow. You can also engage our modmed BOOST team to help process your claims and denials. Additionally, our payment processing platform makes processing patient payments more convenient.

Does your software give you data to help you take action?

Consider: Can your plastic surgery software show you how much your business has changed since the pandemic? And is your data structured to help you make business decisions daily, weekly, monthly and annually?

Impact: Data can be one of the most effective tools practices can use during the pandemic. And if yours isn't complete, organized or actively monitored, you may not know where your practice stands.

Solution: Analytics that use structured data can be used to help you identify ways to improve the patient experience, uncover operational bottlenecks and drill down into financial details.

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²Healthcare Business & Technology, April 21, 2011.



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