Modmed Team

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Current Challenges

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- In 2021 private practices experienced gains in physician productivity and revenue compared to 2020 where 97% of practices were financially impacted

- Increased expenses and labor shortages continue to cause significant operational challenges

- Surge of post-covid surgeries and appointments, combined with less staff, inefficient processes and dated technology

- For most private practices, 40% of their revenue goes towards overhead

The perfect storm!

Key Areas to focus on Operational Efficiency

- Reduce burnout and churn
- Have the right software to streamline the workflow
- Get your practice ready for the next wave or new normal
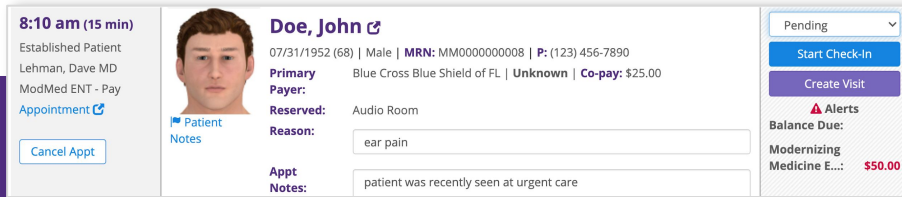- Allocate staff and resources to focus on the things that matter

Stats reveal that staff churn and burnout is the number one challenge that practices are currently facing.

Finance is the backbone of the practice

- Reduce no shows
- Communicate financial responsibility easily through quoting tools
- Create seamless patient payment workflows
- Implement the right processes to get paid faster e.g. automatic claim posting
- Focus on the right analytics to run your practice

Integrated Practice Management System

- Easily schedule around patient preferences

- Automated appointment waitlist system

- Provide **improved** cost transparency with automated eligibility verification and quoting tool

- Transparent patient information for staff to greet patient by name and recall person details

- Convenient payment options for copays and electronic statements

8:10 am (15 min)
Established Patient
Lehman, Dave MD
ModMed ENT - Pay
Appointment ⧉
Cancel Appt

🚩 Patient Notes

Doe, John ⧉
07/31/1952 (68) | Male | **MRN:** MM0000000008 | **P:** (123) 456-7890
Primary Payer: Blue Cross Blue Shield of FL | **Unknown** | **Co-pay:** $25.00
Reserved: Audio Room
Reason: ear pain
Appt Notes: patient was recently seen at urgent care

Pending
Start Check-In
Create Visit
⚠ Alerts
Balance Due:
Modernizing Medicine E...: **$50.00**

Streamlines scheduling, check-in, check-out, claims processing and collections
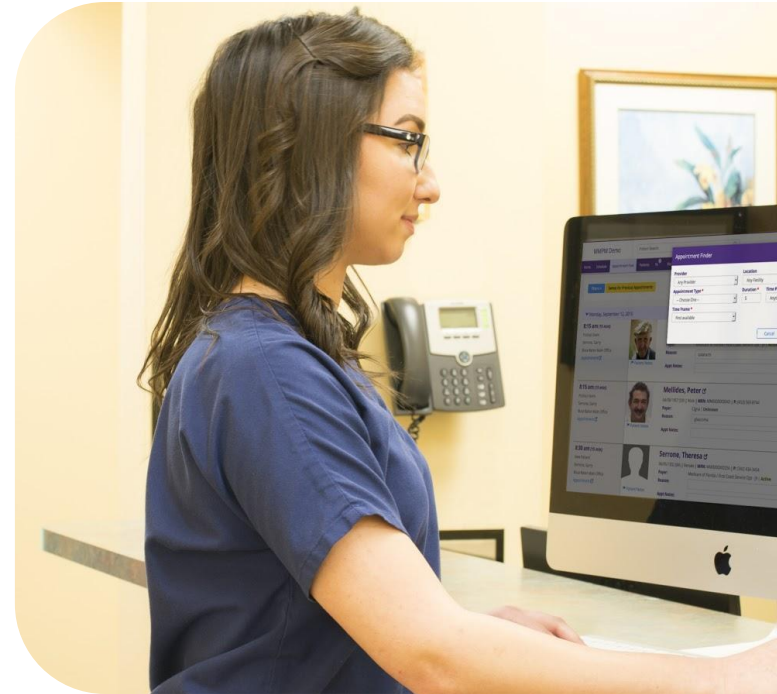
Operational Efficiency

The Digital Patient

27%

Patients who view their health system as exceeding expectations in handling COVID-19 are more likely to return for services in the near term. *
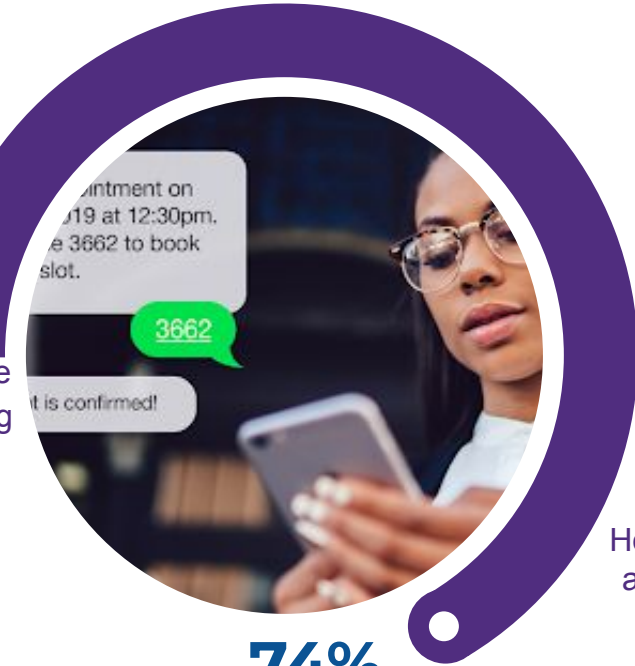
Patients likely to use online chat or texting to provide check-in information before their appointment.*

74%

How likely would you be to switch to a different doctor, hospital or other healthcare facility if your expectations are not met for the following factors (virtual visit options)? *

64%

*Source: Accenture COVID-19 Consumer Health Experience Survey 2020

Patient Engagement Tools

ModMed
MODERNIZING MEDICINE

Patient Portal
- Review Appointment Instructions
- Update Information
- Answer Medical History Questions
- Review and Sign Consent Forms

Appointment Reminder
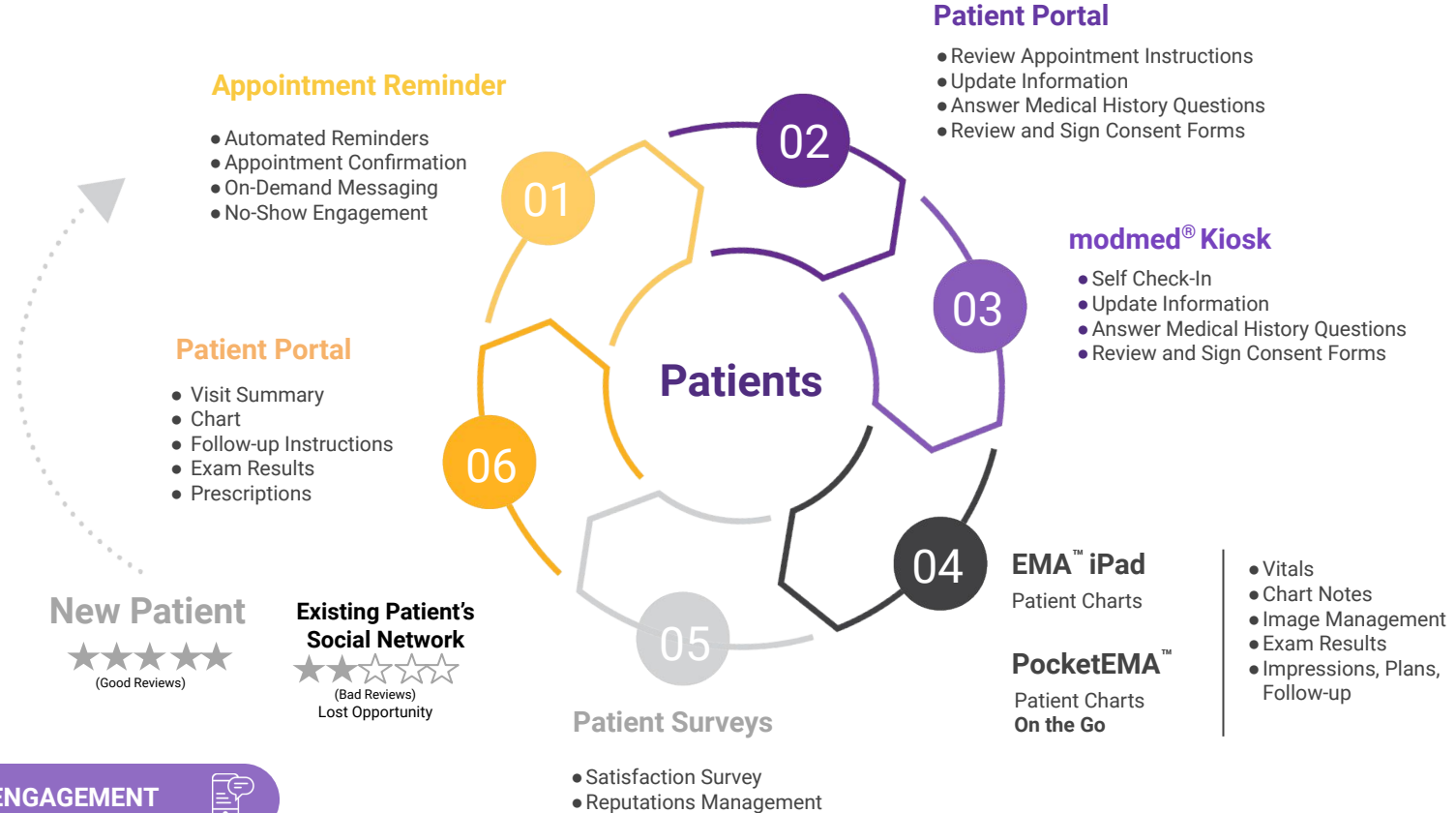- Automated Reminders
- Appointment Confirmation
- On-Demand Messaging
- No-Show Engagement

modmed® Kiosk
- Self Check-In
- Update Information
- Answer Medical History Questions
- Review and Sign Consent Forms

Patient Portal
- Visit Summary
- Chart
- Follow-up Instructions
- Exam Results
- Prescriptions

Patients

01
02
03
04
05
06

EMA™ iPad
Patient Charts

- Vitals
- Chart Notes
- Image Management
- Exam Results
- Impressions, Plans, Follow-up

PocketEMA™
Patient Charts
On the Go

New Patient
★★★★★
(Good Reviews)

Existing Patient's Social Network
★★☆☆☆
(Bad Reviews)
Lost Opportunity

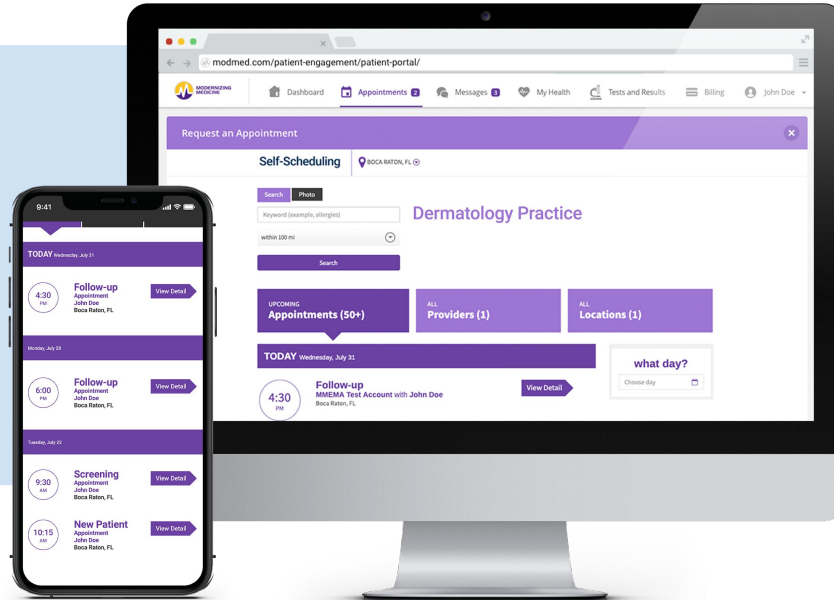**Patient Surveys**
- Satisfaction Survey
- Reputations Management

PATIENT ENGAGEMENT

Patient Self-Scheduling

Patients can request appointment from web or recall text, helping to free up front office staff.

42%

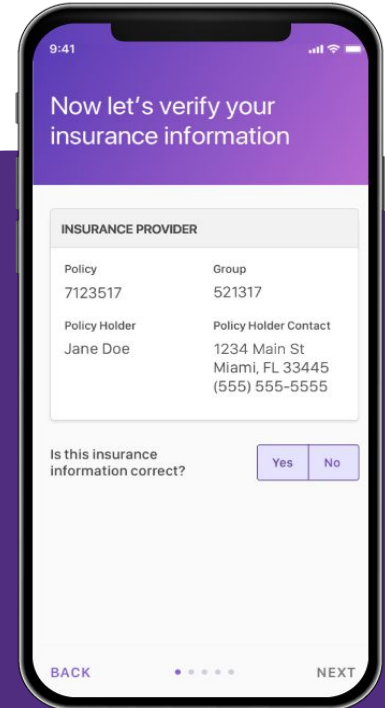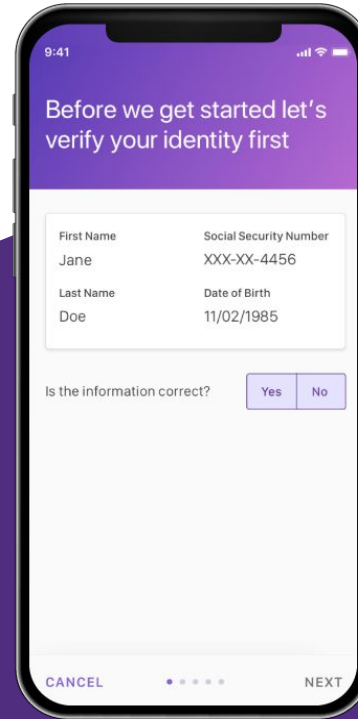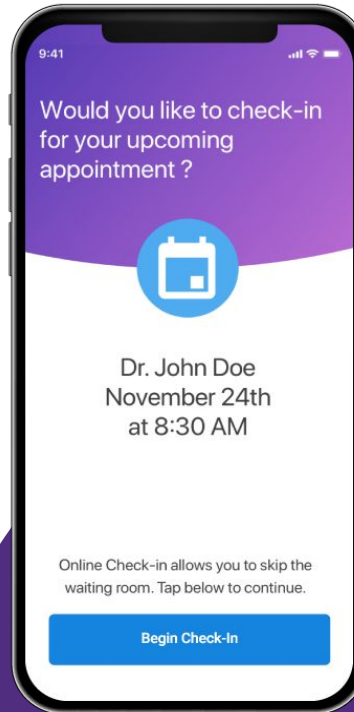**of almost 300 practices surveyed use their website for patient self-scheduling***

Innovative Patient Engagement Tools

ModMed
MODERNIZING MEDICINE

MOBILE CHECK-IN

Digital patient engagement tools help provide a low touch, high impact patient experience in today's healthcare environment

9:41

Would you like to check-in for your upcoming appointment ?

Dr. John Doe
November 24th
at 8:30 AM

Online Check-in allows you to skip the waiting room. Tap below to continue.

Begin Check-In

9:41

Before we get started let's verify your identity first

First Name	Social Security Number
Jane	XXX-XX-4456
Last Name	Date of Birth
Doe	11/02/1985

Is the information correct?   Yes   No

CANCEL   NEXT

9:41

Now let's verify your insurance information

INSURANCE PROVIDER

Policy	Group
7123517	521317
Policy Holder	Policy Holder Contact
Jane Doe	1234 Main St Miami, FL 33445 (555) 555-5555

Is this insurance information correct?   Yes   No

BACK   NEXT

PATIENT ENGAGEMENT

EMA EHR

SPECIALTY-SPECIFIC

CLOUD-BASED

TOUCH-BASED

INTELLIGENT

ADAPTIVE

**Right out of the box,
our Specialty Specific EHR provides
you with over:**

600+
Chief
complaints

4,700+
specific diagnosis
and 140,000
ICD-10 diagnosis

2,050+
Treatment plans
and procedures

**Improve documentation efficiency, operational
health and patient satisfaction**

*Some screen images are simulated.

Financial Efficiency

Patient Payment Processing

- Modern terminal with contactless patient payment capabilities

- Collect co-pay on kiosk and mobile app*

- Statements and balance posted in patient web portal

- Easy web and portal payments

- Text balance reminders with online payment links

- Payment plan options

- Payment queue within PM for easy reconciliation

- New Autopay feature
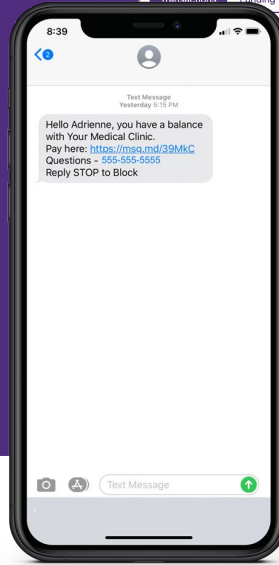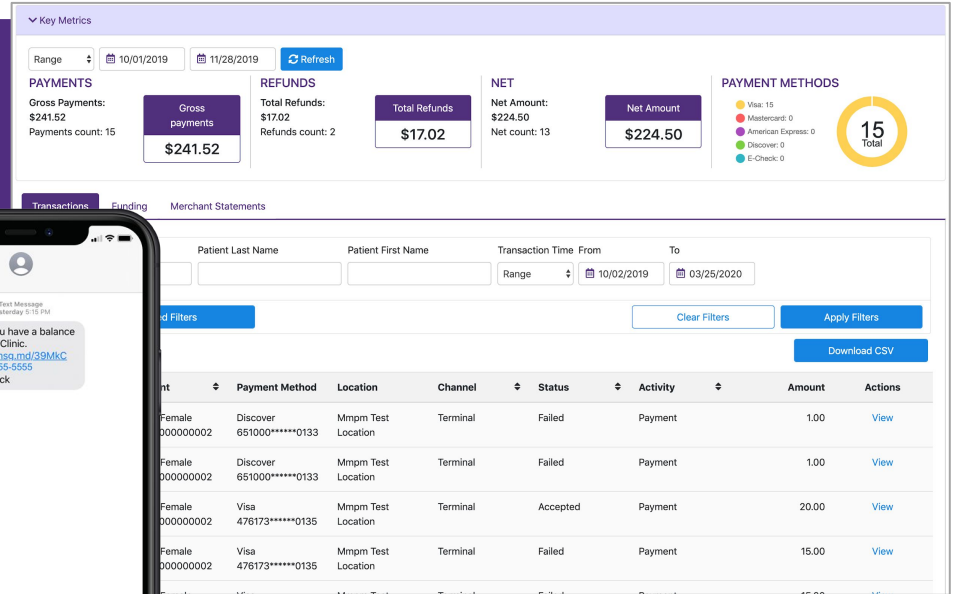
PAYMENT PROCESSING

modmed® Pay

Financial Automation

Patient Payments

- Auto-accept payments
  - Including Auto Batching
- Auto Applied Copays
  - Applied to Primary Service Line
  - Auto fixed with adjudication
- Auto Applied General
  - Non-bill charges
  - Patient balances
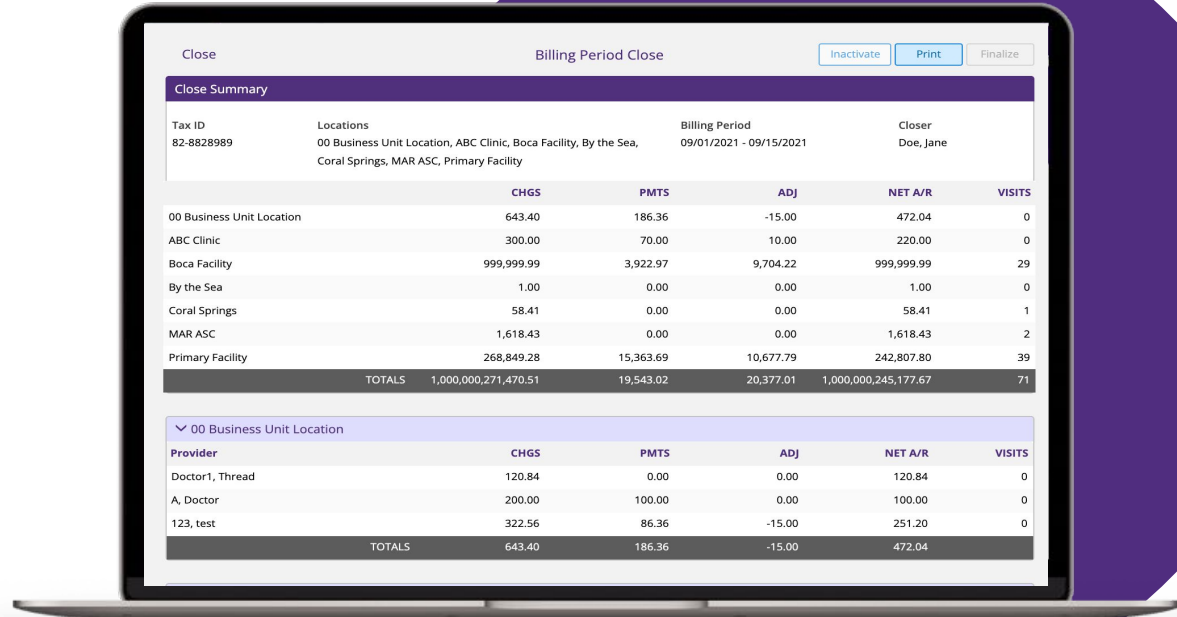 - Provider/Location restrictions
  - DOS vs. Aging Date

ANALYTICS

Financial Automation
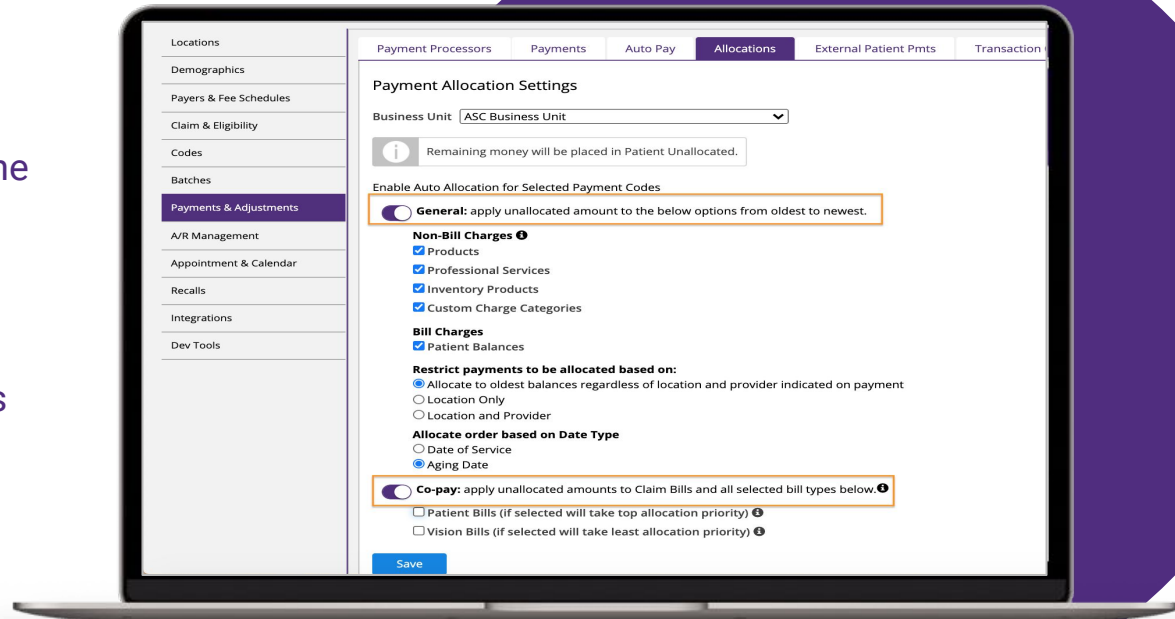
Payer Payments

- Auto-accept/Post ERA's
  - By Payer
  - Review Exceptions

End of Month Close

- Soft close vs. Hard close
- Intramail notification
  - Complete status
  - Failed status
- Inactivating reports setting

ANALYTICS

The laptop screenshot shows:

Close — Billing Period Close — [Inactivate] [Print] [Finalize]

Close Summary

Tax ID: 82-8828989
Locations: 00 Business Unit Location, ABC Clinic, Boca Facility, By the Sea, Coral Springs, MAR ASC, Primary Facility
Billing Period: 09/01/2021 - 09/15/2021
Closer: Doe, Jane

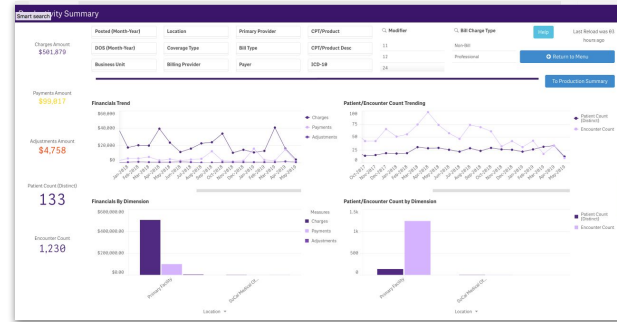|	CHGS	PMTS	ADJ	NET A/R	VISITS
00 Business Unit Location	643.40	186.36	-15.00	472.04	0
ABC Clinic	300.00	70.00	10.00	220.00	0
Boca Facility	999,999.99	3,922.97	9,704.22	999,999.99	29
By the Sea	1.00	0.00	0.00	1.00	0
Coral Springs	58.41	0.00	0.00	58.41	1
MAR ASC	1,618.43	0.00	0.00	1,618.43	2
Primary Facility	268,849.28	15,363.69	10,677.79	242,807.80	39
TOTALS	1,000,000,271,470.51	19,543.02	20,377.01	1,000,000,245,177.67	71

∨ 00 Business Unit Location

Provider	CHGS	PMTS	ADJ	NET A/R	VISITS
Doctor1, Thread	120.84	0.00	0.00	120.84	0
A, Doctor	200.00	100.00	0.00	100.00	0
123, test	322.56	86.36	-15.00	251.20	0
TOTALS	643.40	186.36	-15.00	472.04	

ModMed — MODERNIZING MEDICINE

Analytics

- Built-in Reports
- Custom Reports
- Data Warehouse
- 3rd Party Vendor Reports

< Practice Census

Performance >

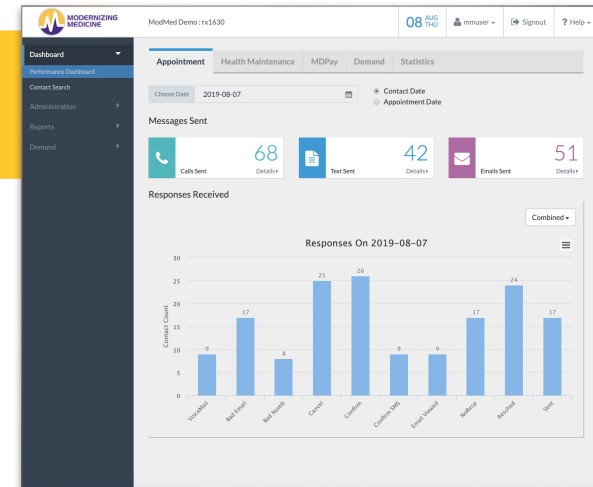**Demographics**

Call to Action
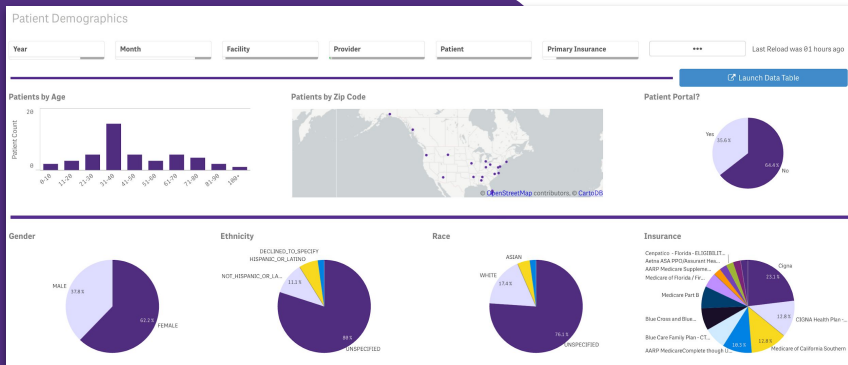
- Determine where the most resource intensive workflows are and start there
- Survey your staff and patients to help determine areas to reduce administrative burden
- Educate yourself on how automation can reduce overhead, increase staff and patient satisfaction and drive better work-life balance
- Repurpose staff and resources to focus on more higher valued work (ex. marketing to patients, driving new revenue streams, etc.)

It's about your practice's success.
It's about your staff.
It's about your patients.
It's about your operations.
It's about your financial sustainability.

Thank You

Learn more at modmed.com