

Integrated Platform Supports Rapid Growth of Urgent Care Practice

Doctors on Call Maui provides urgent care services to visitors and occupational services to hotel employees across two, soon to be three, locations in Maui.

Learn how Doctors on Call Maui builds on the solid foundation of the CareCloud platform to support 30,000+ patients per year, grow total billing by 122% and support aggressive expansion plans.



Paige Williams
Managing Director

FAST FACTS

Doctors on Call Maui

- Urgent Care
- 10 Providers
- 2 Locations + 5 Virtual Locations in Pharmacies
- 27 Staff

Solutions

- Charts EHR
- Concierge RCM
- Breeze PXM

The Challenge

- Physicians were only charting with paper
- Practice management (PM) workflow didn't support a high volume of urgent care patients
- Complex billing requirements and a high volume of out-of-state patients meant financial performance suffered

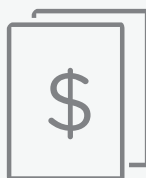
THE CARECLOUD DIFFERENCE

DAYS IN A/R DOWN TO
8.5

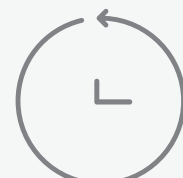


FROM 23

TOTAL BILLING UP BY
122%



CHARTING ENCOUNTERS FASTER BY
15 MINUTES





An Integrated Cloud-Based Solution for High-Volume Care

Doctors on Call Maui provides urgent care to over 30,000 patients each year across its two clinics and ‘virtual’ care provided via telemedicine in another five pharmacy locations. With clinics located in high-end tourist areas, 60% of patient volume comes from one-time patients visiting Maui.

Treating acute urgent care needs for visitors, occupational medicine and worker’s compensation services to hotel employees, and contracting with the Kaiser hospital on Maui, Doctors on Call Maui provides comprehensive ancillary services in X-ray, labs, EKG and minor surgical procedures.

Acute urgent care facilities face different challenges related to high patient volumes, including a high volume of paperwork associated with continuous new patients. Six years ago, Doctors on Call Maui’s physicians were charting entirely with paper with no electronic health record (EHR). When Paige Williams joined the group as Managing Director, her first order of business was to find an integrated EHR + practice management (PM) system.

“CARECLOUD WAS EASY TO USE, AESTHETICALLY PLEASING AND WITH NO BIG IMPLEMENTATION FEE.”

“Paper charts were out of control,” notes Paige, “We needed a solution that would work across multiple locations, support working from home and also allow our providers to chart at home if they needed to.” Paige spent several months evaluating Cloud-based solutions that would work with the practice workflow, both for the front office and the clinical experience.

As a small clinic in Maui, Paige chose a vendor with the software and support to help medical practices grow. “In a private practice, CareCloud gives you everything that you need in a progressive, won’t break-the-bank package,” notes Paige, “CareCloud was up front about their fees, but more than that, it’s usable and aesthetically pleasing.”

Today, Doctors on Call Maui uses CareCloud's EHR + Concierge for integrated PM and revenue cycle management (RCM) services to support their in-house billing team. CareCloud worked with Doctors on Call Maui to upload old balances and fee schedules to help get the system set up correctly to support the unique needs of a high volume acute care clinic.

Intuitive Workflow Increases Practice Efficiency

Paige explains that CareCloud's strongest feature is that it is easy to use for all users: front desk, nurses and physicians. CareCloud offers an integrated platform that works seamlessly, leveraging intuitive workflows such as drag-and-drop features, automated billing rules, and "Glance View" of patient information. "If our staff could use Facebook, they can use CareCloud," notes Paige, "It was easy to implement. The front desk and nurses came on board quickly because it's so easy to use."

"IF OUR STAFF COULD USE FACEBOOK, THEY CAN USE CARECLOUD."

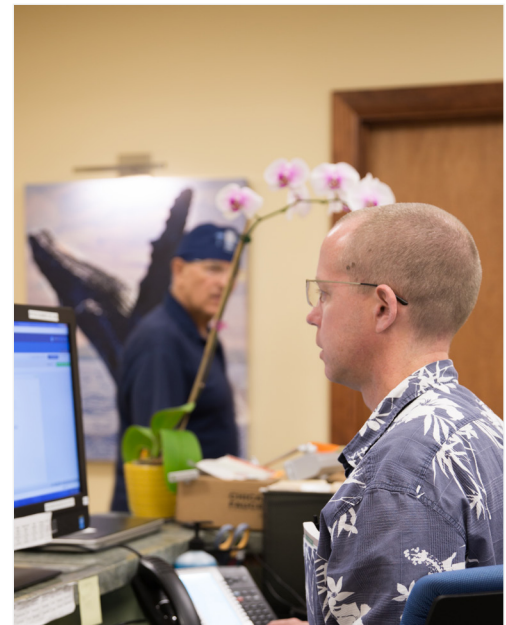
In a high-volume practice, Doctors on Call Maui leverages CareCloud Central to automate many of the day-to-day tasks that can slow a practice down. For example, front office staff can quickly check

patients in and out, verify insurance eligibility, prepare claims with real-time error alerts to minimize mistakes or take cash payments from patients. With such an intuitive interface, the front office is able to take care of cash payments, add any dispensed medications, DME and tax at the time of check out.

As a multi-location clinic with remote billers and a high patient volume, front office staff leverage the instant chat function within CareCloud to communicate in real time and multitask to streamline practice workflow.

As an integrated platform, that information populates into the Charts EHR to expedite clinical workflow. Since physicians at Doctors on Call Maui were used to charting by paper, moving to the Charts EHR workflow took time. Physicians learned to leverage configurable templates and integrated order sets to streamline patient encounters. Through the Charts EHR, physicians can leverage streamlined workflows for common visits to the practice, whether it's stepping on a sea urchin or a case of swimmer's ear.

"CareCloud fits the flow of a doctor's office," notes Paige, "And I think some EHRs do not. CareCloud is very progressive, they're thinking ahead." Paige is excited by some of the innovations coming out of CareCloud, including the development of patient experience tools such as Breeze.



"CARECLOUD FITS THE FLOW OF A DOCTOR'S OFFICE."

A Strong Foundation to Support Growth

By leveraging CareCloud's revenue cycle management (RCM) services, Doctors on Call Maui is able to effectively "extend" her own in-house billing team. "It's great, I have a billing manager, a workers comp person, and a coder as well," notes Paige, "They also handle all the denials and appeals in the background for us." As a result of working with CareCloud, Doctors on Call Maui saw their Days in A/R drop from over 22 to just 8.5.

Doctors on Call Maui does not take any mainland insurances other than HMO and Medicare, requiring a specific set up for insurance contracting, write offs and adjustments. Paige works closely with her CareCloud account manager to ensure billing is done correctly and that everything is set up to support multiple locations.

Every month, Paige's account manager will provide her with summary reports, but Paige also regularly references the real-time analytics built into CareCloud to gain transparency into practice performance. "I'm a really big fan of Command Center: it displays our metrics at a moment's notice," notes Paige, "I don't have time to pull reports and compile them into an easy-to-read format. With Command Center, it's right at my fingertips and I can sort it, manipulate it to what I want or drill down to exactly what I'm looking for."

Command Center provides a high-level view of revenue, accounts receivable, practice management, statistics, and specific KPIs that are related to the billing collections of the practice. Paige references her Command Center dashboard to track clinical, operational and financial metrics including the medical benefit ratio (MBR) and average patient visit length.

"In our business, we want people in and out and back to enjoying their vacations," notes Paige, who pays attention to average patient visit length and to time spent in the waiting room. While these metrics can vary, maintaining operational efficiency ensures that patients are seen as quickly as possible. "CareCloud provides us the analytics we need to track what's important to our patients."

**"WITH CARECLOUD, WE
HAVE THE ACCOUNTABILITY
AND TRACKING TO HELP US
GROW."**

Doctors on Call Maui has made significant investments in branding their urgent care centres and providing timely, high-quality care to as many as 100 patients a day. The practice has grown over 122% while with CareCloud. Within the next year, Doctors on Call Maui is set to open a third large clinic in a high-end tourist area. Paige shares that this growth "would not be possible without a strong foundation of practice management."



Want to learn more about how CareCloud can take care of your practice?

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call us at **1-811-342-7519** to schedule a demo of our platform.

FROM PATIENTS TO PAYERS AND EVERYTHING IN BETWEEN

