

Flexible Solution Supports Practice Profitability

VANGUARD RHEUMATOLOGY is a full-service rheumatology practice in Florida. Dr. Carlos Sesin and three other rheumatologists offer services related to arthritis, soft tissue rheumatic disorders, systemic autoimmune diseases and osteoporosis.

LEARN how Dr. Sesin transformed practice profitability with CareCloud, saving up to 15 minutes per clinical encounter and boosting total billings by 56% in the past year.



Dr. Carlos A. Sesin
M.D.

FAST FACTS

Vanguard Rheumatology Partners

- Rheumatology practice
- 5 Providers
- 4 Locations
- 20 staff members

Solutions

- Charts EHR for Rheumatology
- Central PM
- Concierge RCM

The Challenge

- Previous PM solution had ballooned AR to over \$300,000
- Complex documentation requirements doubled patient encounter times
- Billing processes weren't scaling well with increased patient volumes

THE CARECLOUD DIFFERENCE

TOTAL COLLECTIONS
UP 23%



FROM AVERAGE

MINUTES SAVED
10-15



PER CLINICAL ENCOUNTER

CMS/QPP QUALITY SCORE
58.8



OUT OF 60



Cloud-Based Solution Offers Solid Footing

Vanguard Rheumatology's four rheumatologists offer comprehensive services related to arthritis, soft tissue rheumatic disorders, systemic autoimmune diseases and osteoporosis. To better serve the Mount Sinai community in Florida, Vanguard has invested in convenient in-office services including laboratory, bone densitometry, musculoskeletal ultrasonography, and infusion suite. What didn't make sense was investing in a costly on-premise EHR, particularly one that left everyone frustrated.

Vanguard came to CareCloud in 2012 on the heels of a frustrating experience with a big name, remotely hosted but locally installed EHR + PM that was "saddled with screens that were full of checkboxes and devoid of any intuitive menus," notes Dr. Carlos Sesin, M.D. This system was leading to administrative bloat and ballooning accounts receivable, erroneously reporting successful claims submissions. Breaking contract, Dr. Sesin carefully researched cloud-based solutions to help the practice regain its financial position.

The initial switch to CareCloud's EHR + PM platform was remarkable, helping Vanguard reduce accounts receivable (A/R) from \$300,000 to a manageable \$10,000 and helping the practice attest to Meaningful Use Stage 1 & 2 requirements.

Long-term, the relationship has continued to be fruitful. In 2016, Vanguard transitioned from self-billing to CareCloud Concierge RCM, with total billing up by 56% in the past year; in 2017, Vanguard successfully implemented a customized MACRA Action Plan designed by CareCloud, meeting (and exceeding) CMS requirements. Read on to learn more about how Vanguard Rheumatology has grown over time with CareCloud, now able to see more patients and scale practice performance accordingly.

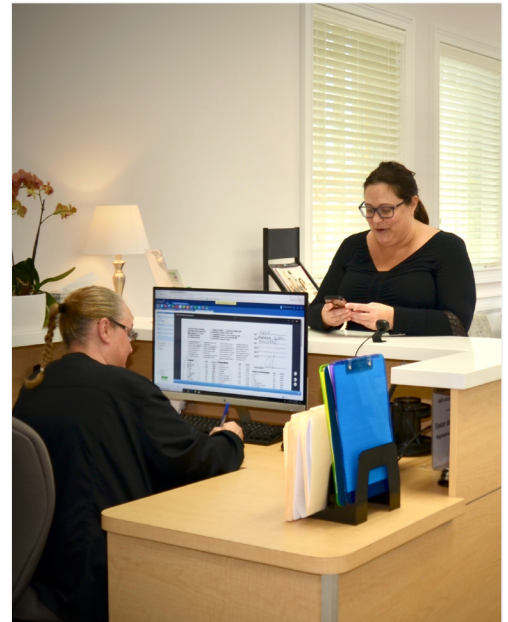
"THE ONUS IS ON CARE-CLOUD TO REMAIN ON THE LEADING EDGE AS A STRONG PERFORMING SOFTWARE."

Customizable EHR Speeds Documentation

In the past 10 years, Vanguard Rheumatology has experienced significant growth. To meet the demands of a growing patient base, it is important to optimize the clerical side of clinical encounters. To allow him to focus on his patients, Dr. Sesin dictates most of his clinical notes directly into his EHR, CareCloud Charts for Rheumatology. Designed specifically by and for rheumatologists, the EHR includes a fully-featured homunculus, rheumatology-specific quality measures, and customizable templates and shortcuts to improve the documentation experience.

Documentation requirements in rheumatology can be complex and time consuming, often doubling the time it takes to see a patient. Dr. Sesin has created hundreds of quick text shortcuts in CareCloud, which he's shared across the practice, to speed everything from procedural notes to consult notes. "For example, I see a complicated patient with scleroderma," notes Dr. Sesin, "Now you're seeing them for the first time, you want to do a very nice consult note. There are a number of standard recommendations for the diagnostic evaluation and the treatment, which would probably take 10-15 minutes to type out. I do it with just a couple of keystrokes, that's it."

Not only do the quick text shortcuts in CareCloud Charts help speed up the clinical encounter, they also help standardize the care in the practice. With everyone using the same language in their



**"I SAVE 10-15 MINUTES
PER PATIENT USING
SHORTCUTS IN CHARTS"**

Meeting Today's Reimbursement Demands

Seeing patients every 15 minutes, Vanguard Rheumatology could quickly fall behind on all the administrative overhead associated with each patient and with chasing down billing. Vanguard is able to rely on CareCloud to simplify practice management and billing.

"CareCloud's forte is in managing your finances," notes Dr. Sesin, "I can't sacrifice on that." In addition to practice management, however, Vanguard likes CareCloud's integrated nature, combining PM + EHR and patient portal in one cloud-based system. Most recently, the opportunity to add integrated RCM services brought Vanguard back to CareCloud.

"We were stretched a little bit thin," notes Dr. Sesin, "Scaling up for the billing was becoming a bit more difficult." With increased patient volume and staffing challenges, it became a challenge to follow-up on claims, with A/R and FRRR again ballooning.



The challenge in hiring and managing people in the office, and the risk that those people could leave, led Vanguard to CareCloud Concierge, a complete revenue cycle management (RCM) solution. By shifting these back-office tasks to Concierge, Vanguard was able to achieve a FRR of 97% and see a 23% increase in collections.

“I’VE SEEN THE RETURN ON INVESTMENT. OUR BOTTOM LINE HAS NO DOUBT IMPROVED.”

Unlike employees, who may leave, take sick days and require management and benefits, Dr. Sesin knows he can rely on his account manager and the entire team at CareCloud to continue to be his experts on the current medical and reimbursement landscape. In addition to on-demand analytics, Dr. Sesin’s account manager prepares a quarterly report on practice performance and areas the practice could target for optimization.

“I feel like I’ve got an extra employee, who is not really an employee, but with all the benefits,” notes Dr. Sesin, “I call up with a question, it could be with any aspect of our billing, as well as all other aspects of CareCloud performance, MIPS reports for the quality measures, and she’s there and she brings me solutions.”

Regulatory and reporting requirements such as MIPS are complex and tricky to navigate in rheumatology. CareCloud worked closely with Vanguard to create a custom MIPS Action Plan to help Vanguard successfully attest for MACRA. With the support of his account manager, and CareCloud’s built-in MIPS Dashboard, Vanguard was successfully able to report on Quality Measures and additionally report on Practice Improvement and four Advancing Care Informatics to aim for an incentive.

“I FEEL LIKE I’VE GOT A PARTNER, AND THAT MEANS A LOT TO ME.”

“Every so often, other people in the office come to me and say, ‘Hey listen, does it really make sense with the money that we’re spending on Concierge, we could afford to hire another person or two and bring this back in house,’ and every time I think about that I say to myself, ‘I don’t think so.’...”

FROM PATIENTS TO PAYERS AND EVERYTHING IN BETWEEN

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

Visit carecloud.com/product-tour or call us at **1-811-342-7519** to schedule a demo of our platform.

