

How Better Technology Helped One Physician Be the Provider She Wanted to Be

LifeArts Integrated Health Center is a leading integrated health care center in Nebraska. Dr. Julie Howard holds licenses as both a Chiropractor and Family Nurse Practitioner, offering primary care services to help patients on their path to wellness.

Learn how Dr. Howard changed her practice for the better with a trio of CareCloud products, saving more than 20 hours a week and significantly boosting total billings by over 27%.



Dr. Julie Howard
Practice Owner

FAST FACTS

LifeArts Integrated Health Center

- Primary Care
- 1 Provider
- 1 Location
- 3 Staff Members

Solutions

- CareCloud Concierge
- CareCloud Charts
- CareCloud Breeze

The Challenge

- Finding software that could handle more than one specialty
- Streamlining the patient intake and check-in process
- Avoid spending hours after closing dealing with administrative paperwork to get paid on claims

THE CARECLOUD DIFFERENCE

TOTAL BILLING
UP 27%



TIME SAVED PER WEEK
20 HOURS



PATIENT NO SHOWS
DOWN TO 0.9%
FROM 3%





Seeking a Platform for Growth

After steady growth, LifeArts started outgrowing its practice platform - and the manual processes often associated with small businesses. For Dr. Howard the patients have always come first, but her systems were not letting her get there. The desire to find a better way to connect with patients is what drove her to look for a solution that would bring modern technology to both practice administration and to the patient experience, making it easier for Dr. Howard to connect with patients anytime, anywhere.

As a multi-specialty practice, finding software that could handle more than one specialty was difficult. Dr. Howard met with many vendors who were unwilling to support both practices or to offer any customization or support in template building. "We're a technologically advanced office," notes Dr. Howard. "If the software can't keep up with what we're doing, then I need to move on to what will help us out." Online research brought Dr. Howard to CareCloud.

CareCloud's Practice Management, EHR, and patient experience management solutions ticked off all the boxes for Dr. Howard, offering multi-specialty support with the backing of a strong support team. Right away, CareCloud offered an easy-to-use interface for herself as well as her staff and customizations that has helped LifeArts streamline the practice and fuel growth.

"The widgets blew me away," notes Dr. Howard. "I'm a visual person and being able to see a snapshot of a patient's health status is amazing." Customizations, multiple tabs and personalized templates have saved LifeArts time across all points of the care spectrum, from intake and patient care to charting.

Being cloud-based, Dr. Howard is able to continue on her tasks at home while she's relaxing. If she's sick or stuck at home due to Nebraska's unpredictable weather, she can easily pull up her schedule and let patients know she'll be unable to make it. Further, CareCloud has finally allowed Dr. Howard to be the kind of provider that she wants to be.

**"THE WIDGETS
BLEW ME AWAY"**

Delivering Convenience to Patients

In addition to simplifying communication with patients, Dr. Howard was looking for a solution that would streamline patient intake and check-in process and allow patients to keep track of their accounts.

Dr. Howard signed up for Breeze, a patient experience management solution that connects seamlessly with CareCloud's PM and EHR to deliver a modern patient experience, while instantly populating intake information to the patient chart to improve care. Dr. Howard took the time to customize the intake forms and questionnaires to be more streamlined, supplying the right information for her practice while also saving time. The end result is a 15-20 minute savings per patient, reducing new client blocks from one hour to 35 to 40 minutes.

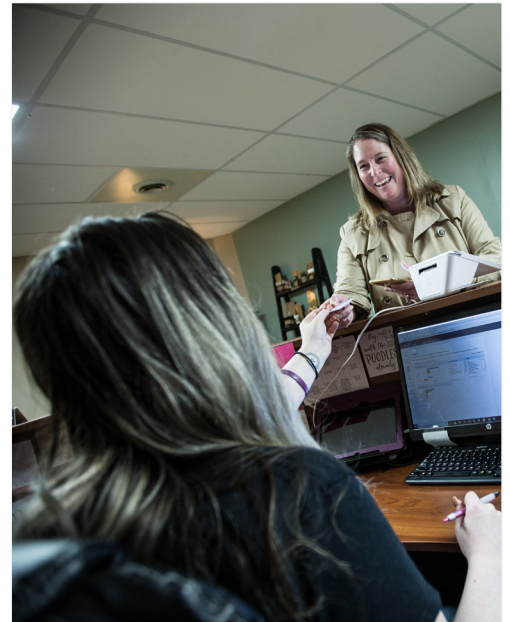
Dr. Howard is now able to see 2-3 more patients a day thanks to a more efficient staff and the entire CareCloud platform.

With Breeze, Dr. Howard is now able to deliver a better patient experience. "A lot of patients like to do things on their phone," notes Dr. Howard. "With Breeze, they check-in from their phone in the morning for their afternoon appointment, so I know it won't be a no show for us." In the last year, appointment no-shows for LifeArts have gone down 66%, to less than 1% of all appointments.

In addition to intake and check-in, patients at LifeArts now have the ability to check and pay their balances from their phones. With Breeze, patients receive emails right away and are able to pay online or set up auto-draws from their accounts. Patients don't get blindsided by balances they didn't know they had or if the practice got behind on sending out statements.

**"MY ACCOUNTANT
EVEN COMMENTED ON
THE DIFFERENCE IN OUR
BOTTOM LINE!"**

With patients now carrying more financial responsibility for their balances, Breeze has made it easy for patients to view and pay their own balances and to save their payment preferences. The result has been a substantial increase in patient collections for 2017. "Patients are able to stay on top of what they owe," notes Dr. Howard, "My accountant even commented on the difference in our bottom line!" LifeArts is now collecting over 27% in total billings compared to a year ago.



Concierge RCM Helped Reduce Physician Burnout

While improved patient processes and office management have improved the bottom line at LifeArts, it was the choice to adopt CareCloud's RCM Solution, Concierge, that was transformative for Dr. Howard.

CareCloud's revenue cycle management solution offloads the heavy lifting around getting paid, giving Dr. Howard more time to focus on patients - and on herself. Previously, Dr. Howard would be at the office every day until dark, going through insurance paperwork, patient posting and her financials, often struggling to make sense of any denials.

Now, the LifeArts receptionist has taken over the billing, with CareCloud posting claims every night and statements sent out once a week. From an RCM standpoint, Dr. Howard estimates she's saving at least 20 hours a week.

In addition to the saved time, modern RCM software and real-time analytics have given Dr. Howard the insight and support to stay competitive within a changing healthcare landscape. "I know CareCloud has my back and they're out there making sure we do the best we can and nothing is missed," notes Dr. Howard.

Dr. Howard believes that "any software can make a good sales call, but it's the customer service after that matters," and that is what she's found with her CareCloud team. She trusts her CareCloud client manager to review her analytics with her and send her tasks that are easy to act on, to keep the billing moving smoothly.

**"CARECLOUD
HAS MY BACK"**

"I LOVE WHAT I'M DOING AGAIN!"

DR. JULIE HOWARD

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.

FROM PATIENTS TO PAYERS AND EVERYTHING IN BETWEEN

