

Neurology & Hypertension Medical Associates, P.C.

CASE STUDY

Saving time and money, MedCall Plus speeds up schedule management with half the billable time

OVERVIEW

Neurology & Hypertension Medical Associates, P.C. has served patients for 50 years, expanding from one clinic to five in the last decade and 11 physicians across two states. They partnered with an answering service for over 20 years to streamline patient communication. However, when the answering service was acquired, they had to seek a new provider. After evaluating various competitors, they selected a company that failed to meet their requirements. While the chosen provider agreed to assist, they required the clinic team to input all the information monthly into their answering service system, further burdening their workload. Vause, the Clinical Director, expressed frustration with the lack of suitable options. Given their complex on-call schedule involving daytime office appointments, hospital assignments, and night calls, Vause once again sought a provider capable of managing the intricacies.

After an exhaustive search, they discovered MedCall Plus (MC+), which offered features the previous providers lacked, including a customizable approach, which proved pivotal for the Associates. Intrigued by the potential of reduced workload and improved efficiency, they decided to engage in a partnership with MedCall Plus.

"I am very glad that we went from a wonderful, perfect experience to a terrible experience, then to MedCall Plus. Otherwise, I would be spoiled to think that the answering service process is easy and it's not. That bad experience just helps me appreciate you guys [MedCall Plus] even more. We're always looking to expand and to get bigger. I don't know how much more I can stretch, but MedCall Plus is coming with us!" -Mida Vause RN, Clinical Director.

APPROACH

- **Custom built OnCall schedule in MC+ system:** MedCall Plus programmers diligently input the client's intricate physician OnCall calendar into the MC+ Amtelco Genesis system. This ensures that the MC+ monthly schedule perfectly mirrors the client's requirements. By doing so, it streamlines the client's workload, allowing them to focus solely on providing necessary updates when needed.
- **Eliminate unnecessary billable:** Part of the MC+ implementation process is 90 days of thorough account monitoring to ensure the package is perfectly tailored. By leveraging the insights gained from the previous provider, MC+ met the client's needs with only half the requested minutes. This resulted in an ecstatic client who enjoyed a remarkable 50 percent savings, courtesy of MC+ reduction in base minutes and the addition of a front-end greeting.
- **Deliver fast and collaborative client services:** Once a system is set up, occasional scripting and call routing updates will occur. In these situations, the client services team is readily available to execute any necessary changes promptly. Vause enthusiastically shares, "Whenever I send an email, I typically receive a response within 30 minutes regarding call schedule adjustments. What I truly appreciate is the collaborative approach. When I send an email, it reaches the entire team. So even if my account manager is unavailable due to lunch, vacation, or assisting another client, I still receive a swift response. Furthermore, whenever there's a hitch along the way, they are incredibly quick to resolve it!"

RESULTS

-  Decreased billable minutes by 50%
-  Reduced administrative scheduling
-  Enhance Productivity
-  Custom Solution-Managing OnCall
-  Improved Customer Service

CONCLUSION

The smooth onboarding process of MedCall Plus, described by Vause as "no bumps in the road," not only saved time and money for the client but also resulted in surprising account enhancements. This client relationship exemplifies how the MC+ programming team distinguishes itself from other contact management companies in the same space.

The ease from sales to onboarding and going live allowed the Neurology & Hypertension Medical Associated P.C. to get back to working at regular capacity and saved them from the stresses of partnering with a problematic company.