

## Parkside Family Clinic Accelerates Cash-Flow and Improves Practice Efficiency with MDSuite

### The Challenge

A progressive family care practice in rural Texas, like many other small physician-led healthcare organizations, was quickly dwindling down the complex healthcare practice management spiral. Manual processes related to billing, payment posting and EOB's reduced productivity, plunged staff satisfaction and decreased cash flow. System difficulties in payment adjustments and paper EOB's escalated administrative costs and made the process of matching electronic remittance payments received to the actual services provided a painstaking task. Unreliable results associated with claims' transfer of responsibility negatively impacted Parkside Family Clinics' patient relations and sharply increased payment reconciliation costs. Further, inconsistent system reports limited true organization performance visibility and contributed to financial loss.

"MDSuite support is great, and the support staff is very knowledgeable."

### Enter MDSuite

Determined to enable practice leaders in achieving profitable healthcare practice management, the MDSuite team implemented specific measures to improve practice performance. MDSuite Cortex, a practice management solution designed for small and enterprise scale healthcare organizations, automated critical functions including billing, refilling and transfer of unpaid claims. The user friendly interface improved engagement and ease of use, and in-turn helped improve process time for functions including charge entry and denial management. Conversion to MDSuite Cortex not only introduced efficiencies and optimized practice workflow but also improved operation visibility. Cortex's integration with Trizetto, a leading clearinghouse, ensured efficient billing cycle completion and helped Parkside collect more revenue from both payers and patients, quicker and easier.



### MDSuite Impact

- Reduced Denials
- Improved Collections
- Improved Productivity
- Accelerated Cash Flow

### Client Stats

- Specialty: Rural Health
- Practice Name: Parkside Family Clinic
- Location: Cuero, TX
- Practice Size: 4 Providers
- Solution: MDSuite Cortex

**Call MDSuite Now  
(800) 875-0480**