Case Study – Quality and Technology
Automatic Billing and Documentation Solution

A busy DPM in solo practice from two locations in Northern New Jersey was overwhelmed by his documentation and billing requirements. He spent much of his time 'on the road', seeing patients in facilities and in their homes, which made documenting his encounters even more challenging. Having endured two unsuccessful audits, he came to DocuMed desperate to find a solution that would streamline his encounter documentation to prevent any reports from 'falling through the cracks', which would not only put him at risk in an audit, but cause him to lose billing as well.

He received much more than he expected.

DocuMed determined that the best strategy for ensuring total documentation was to ensure dictation at point-of-care and provided him with portable dictation equipment.
They then created templates for his most common encounters, enabling him to create reports by dictating only patient demographics and encounter-specific data, with the rest of the report created *automatically*.
This resulted in a new threshold of document reconciliation where 100% of his encounters were now documented.

DocuMed then contacted the Doctor's billing service, and determined the best method for submitting his reports for billing. **DocuMed used its discrete medical data management technology to create a companion file to accompany each batch of reports.**
The companion file contained all necessary information for submitting the bills, including the ICD and CPT codes, location codes, and patient demographics.
The files were transmitted to the doctor and his billing service **simultaneously,** so each had all the necessary documentation for not only the encounters, but for account receivable reconciliation as well.

The Doctor was astonished by the comprehensiveness of the solution, and relieved to have what once was the stressful burden of documentation reduced to only minutes of work per week.

The billing company was the incidental beneficiary of this as well, as it relieved them of the need to do data entry into their system, because it was now imported automatically. *They immediately began referring their other clients to DocuMed.*