

Case Study: Turn Around Time and a Unique Pricing Model Solo Practitioner Returns

A surgeon in a five-physician practice in New York City was a DocuMed client by 'default'. The practice that he was part of was a long-standing customer of DocuMed, and he used DocuMed accordingly.

Leaving the practice to go off on his own, he opted to hire his own MT, assuming that it would give him a more cost-effective solution. He imagined that having his own employee doing the work would give him greater quality assurance and accountability.

Less than a year later, frustrated by unforeseen turn-around-time difficulties and the stress of the incurred personnel management, he signed-on as a DocuMed customer in his own right, and saw an immediate alleviation of both his quality issues and his staffing problems.

In addition, he was the beneficiary of the added value afforded by DocuMed's technology. As a single specialized practitioner, much of his dictation was repetitive. DocuMed generated templates for his most often-used reports. He now enjoys an unexpected service discount.