

Diagnotes Streamlines Documentation and Billing Process for Large Radiation Oncology Practice

“ We initially looked at Diagnotes for its secure texting capabilities, but what we discovered was a mobile communication system that was infinitely customizable and could solve one of our biggest challenges: remote documentation and charge capture.”

Stephen Freeland, CEO,
Cancer Care Group

SITUATION

Cancer Care Group's physicians travel to many different locations throughout Central Indiana, treating patients and documenting encounters for the benefit of the hospital or clinic. Documenting the encounters for physician billing, though, was a little more complicated. Coders visited the facilities the next day, copied the documentation tickets the physicians had made earlier, and mailed or overnighted the copies to the group's office.

PROBLEM

Cancer Care Group faced three main challenges with their coding and billing operations.

- **Inefficient process** - Photocopying and preparing overnight mailings at each practice was very time-consuming for the coders.
- **Risk of lost information** - When mailing information, there was always the risk of a package being lost.
- **Delayed receipt of information** - Even when photocopies were sent via overnight mail, information was not available for a couple of days, thus increasing accounts receivable days outstanding.



C A N C E R C A R E G R O U P

Cancer Care Group is a Central Indiana radiation oncology practice offering high-tech radiation treatment services at many metro and smaller community hospitals throughout Indiana. The group is committed to providing the most compassionate and high-quality care from physicians highly trained and experienced in the latest and most effective technologies for the best care available. Serving patients where they are needed most is why Cancer Care Group has been Indiana's premier radiation oncology provider for more than 30 years. For more information about Cancer Care Group, visit www.cancercaregroup.com.

Radiation oncology practice offering high-tech radiation treatments

17 radiation oncologists serving metro and community hospitals across Indiana

Key to success: serving patients where we are needed most

“ *[Our prior process] was inconvenient, time-consuming and costly. The Diagnotes solution was simple, intuitive and, best of all, HIPAA-compliant.* ”

Portia Frecker, Director of Operations,
Cancer Care Group

SOLUTION

Using the Diagnotes system, coders can now upload a photo of the original documentation tickets with their secured smartphones or tablets and then send the photos as attachments to encrypted, secure text messages. The practice's billing office receives approximately 650 images from the coders each week - efficiently, securely and without the risk that tickets might be lost or misplaced.

RESULTS

Increased revenue:

The new process reduced accounts receivable days outstanding.

Decreased cost:

Coders are able to quickly snap a photo of the prior day's documentation and securely text it back to the office, thus allowing each coder to visit more offices per day.

Enhanced experience:

Coders are able to complete their on-site tasks much more efficiently, using the devices they are most comfortable with: smartphones, tablets and/or PCs.

Diagnotes is a HIPAA-compliant communication platform that helps medical groups improve communication among providers, patients and staff. To learn more about how Diagnotes can help solve your communication challenges, visit our website at www.diagnotes.com or call 317-395-7080.

