



Client Success Story



Challenge

After working with a third-party billing company, Sacoto Pediatrics began seeing errors that were affecting the practice's payments and their bottom line. The team wanted a reliable RCM solution that was compatible with an EHR.



Solution

Sacoto Pediatrics selected Office Practicum for their pediatric-specific solutions. After implementing medical records, practice management and Revenue Cycle solutions, they have achieved notable results.



Results

Since Sacoto Pediatrics and OP RCM began their partnership, the practice has experienced a 13% gain in payment per visit. In addition, A/R > 90 days is 8.54%, far exceeding the industry standard of 15-20%.

Sacoto Pediatrics Increases Payment per Visit by 13%

Sacoto Pediatrics Provides High-Quality Care While Excelling Financially with OP RCM

Sacoto Pediatrics is an independent pediatric practice in Falls Church, Virginia, that serves a diverse group of patients and families. The staff is focused on providing outstanding care to their patients and understands the importance of getting paid what they've rightfully earned so they can keep their doors open and continue to serve their community.

End-to-End Clinical and Financial Solution Needed

In 2013, with meaningful use incentives in play and issues with their current billing service, the practice began to look for a singular solution that could meet both their clinical and financial needs.

"With our previous billing service, we saw a lot of errors," explained Sacoto Pediatrics Office Manager Vania Picolomoni. "We had hired them to take a big portion of the billing responsibilities off of our plates, but found that we had to babysit them. This, combined with the need for a meaningful use certified software solution, led us to the realization that we needed a partner who had the expertise in both pediatric billing and clinical workflows."

They found what they were looking for with Office Practicum.



OP's Complete Pediatric-Specific Solution Provides Impressive Results

After a smooth transition to OP, the Sacoto Pediatrics staff immediately noticed clinical and financial improvements. With over 200 well and sick visit templates available in OP's EHR, providers are able to focus more on patients and less on the computer screen, building time-intensive templates. Plus, the recall functionality built into OP allows the practice to easily recall patients who are overdue for vaccines and well visits, leading to decreased gaps in care.

"OP's recall feature has been invaluable," explains Vania, "Ensuring that our patients are up-to-date on vaccines and well visits is paramount to providing good care. It has also been crucial to our practice's steady revenue, without which we would have been unable to continue serving our community."

In addition to the native functionality available in their EHR, Sacoto Pediatrics has also benefited financially by partnering with the OP RCM team. The practice has a dedicated account manager and a team of pediatric billing experts whose sole purpose is to collect more for the practice.

A Bright Future

Since Sacoto Pediatrics and OP RCM began their partnership, the practice has experienced a 13 percent gain in payment per visit, from \$90.43 to \$102.03. In addition, A/R>90 days is 8.54 percent which exceeds the industry standard of 15-20 percent.

"The OP RCM team has been amazing," says Teresa Vigil, the billing manager at Sacoto. "Even though the pandemic brought a decrease in the number of patient visits, our practice remains financially healthy, thanks to ongoing timely payments. Payments are coming in within five to seven days, and we've seen a significant reduction in our days in A/R."

The practice is thrilled with results they've seen with OP's complete solution, which has enabled them to provide quality care and get paid for doing so. Sacoto Pediatrics looks forward to continuing its partnership with OP, reaching new financial goals, and continuing to provide outstanding care to their patients and families.



13%

increase in payment
per visit



8.54%

days in A/R>90 days

"We needed a partner who had the expertise in both pediatric billing and clinical workflows. We found that with OP."

Vania Picolomoni

Billing Manager, Sacoto Pediatrics



Learn more at officepracticum.com or scan the code to get in touch with a solutions expert.