RXNT

Integrated Full Suite solution improves revenue and patient engagement for University Family Medicine Center

Patients of the University Family Medical Center in Orlando, FL include employees of two nearby universities. Business Manager Janet Burns describes their patients as "smart" people. So when the facility outgrew the functionality of their previous Practice Management software, she knew she needed technology that would keep pace with the ever-changing healthcare needs of her patients and her practice. Her search led to RXNT's Full Suite system that includes Electronic Prescribing, Electronic Health Records (EHR) with a Patient Portal, and Practice Management with Billing and Scheduling.

The Center adopted the Full Suite system, but implemented each solution one at a time, allowing staff members to get fully acclimated with the advantages and features of each element. They started with the Electronic Prescribing solution, then moved to Practice Management. Revenue began climbing, and patients quickly embraced the intuitive Patient Portal. Janet also appreciates the Scheduling tool that allows staff members to eliminate guesswork and fine-tune the needs of her practice. RXNT's full-integrated, cloud-based solutions have improved efficiency and simplified workflows as staff members apply their proficiency with one product to the rest of the suite.

How RXNT's Full Suite helps University Family Medicine Center achieve goals

- Claim scrubbing decreases workloads and remittance time

- Fewer outstanding claims; nearly every claim that is submitted gets paid—fast!

- Customizable, versatile, downloadable reports make important data more accessible

- Single sign-on and easy navigation between all products saves time and improves efficiency

- Patient Portal and online bill pay have increased patient satisfaction and improved revenue flow

- High-touch, accessible RXNT support team responds within the hour

- Ability to share ideas freely with developers enhances software functionality

- Personalized training accommodates practice needs

30%
Reduction in accounts receivables

25%
Patient Portal usage in the first **4 months**

★★★★★

For RXNT's US-based training and support

"*It's a very intuitive product. What makes RXNT stand out is knowing that I have a very reliable eRx, Practice Management, and Scheduler working together. I like the way the system thinks for me. It's cut my accounts receivable down by* **25% to 30%** *because I'm catching claims and fixing them before they even go to the payer. As a small business owner, I do not have the IT support to have online payment, but that's what people want.*

When we saw the [RXNT] portal with online payment, we wanted it! It's a very secure format and the fact that it immediately posts to the patient's account is fabulous! And patients love the portal!"

Janet Burns,
Business Manager