MEDSENDER X

HOW THIS FAMILY PRACTICE SAVED TIME & MONEY

AT A GLANCE

- Crescent Beach care provides outpatient primary care.

- Eight providers work alongside about staff members.

- Uses Kareo as their EMR

"We've seen an all-around practice efficiency improvement after implementing Medsender. We couldn't be happier!"

Andi Manrique
Admin Manager

ABOUT CRESCENT BEACH CARE

Crescent Beach Care is located in St. Augustine, Florida. Their mission is to provide personalized, high-quality care for the whole family. In addition to providing urgent care, the practice is dedicated to maintaining health through preventative care and treating chronic diseases.

THE PROBLEM

The Crescent Beach Care team is composed of about 30 staff members.

Prior to the adoption of Medsender, the team at Crescent Beach Care was using a different digital fax system but had no visibility into where the faxes were going. Not all digital fax solutions are created equal. Despite already having a digital fax solution, their process was inefficient, with a significant amount of manual intervention needed.

"We were not able to see all the faxes coming in and didn't know what action needed to be taken for each," stated Andi Manrique, practice manager.

THE SOLUTION

Medsender's AI-enabled faxing replaced their previous platform and integrated with Kareo, their EMR, to streamline the entire workflow..

AI-ENABLED PATIENT MAPPING

The team at Crescent Beach Care has found the automated mapping to be greatly beneficial to practice operations.

"Everything comes into the platform and has labels," explains Andi. "This type of organization was a key feature in what we were looking for."

Even if you receive a fax that was scanned from a paper, the Medsender platform can still read the paper fax and correctly label it. The AI feature recognizes the patient's name and recognizes who it's from as well.

"The labeling feature is amazing! And the search is my favorite feature. The platform is straightforward and easy to use," said Andi.

REDUCING OVERHEAD

The team at Crescent Beach Care has greatly reduced the time spent on data entry by several hours per week. "We were going to hire a staff member just to handle incoming records, but we no longer need to hire an additional full-time employee."

The savings of not having to hire a full-time administrative employee are considerable; with Medsender, Crescent Beach is saving upwards of $60K per year. The cost savings go beyond staff resources. With Medsender's AI communication platform, not only can practices reduce staff hours but can save thousands per month just on hefty maintenance costs. Reducing the amount of paper, toner, and other supply costs can also greatly reduce practice overhead.

IMPROVED VISIBILITY

Andi shared the number one reason to switch to Medsender:
"Ease of use! Medsender was so easy to deploy across the practice. With paper faxes - even other digital fax solutions - you are flying blind. Several people may be looking at the document and you have no idea where it is or where it needs to go. With Medsender you can assign tasks, add a note, and have it accessible digitally, all in one place."

FAST FACTS

- 8+ hours of manual labor saved every day

- Full automation of inbound faxes.

- Savings of greater than $60k annually in fax and labor costs.

"Everyone should be using this! We've saved thousands of dollars each month."

Dr. Adrian Long
Owner