

CENTRALIZING AND STREAMLINING MULTI-PRACTICE COMMUNICATIONS WITH MEDSENDER AND KAREO

AT A GLANCE

- Customer since 2020
- Use Kareo as EMR
- 3 practices in Wilmington, North Carolina
- Practice Type: Family Medicine, Behavioral and DWI Counseling, and Substance Addiction MAT Treatment



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Tracy Shumate

Office Manager

MEET TRIAD BEHAVIORAL RESOURCES

For over 20 years, Triad Behavioral Resources has provided advanced technological support in the treatment of Substance Use Disorders (SUD). Triad manages the complex logistics of SUD care management and handle the workflow, so doctors can focus on patient treatment & ensure the most effective recovery possible.

The company encourages successful outcomes through a combination of multidisciplinary care teams and cutting-edge integrated technologies. From patient self-scheduling to automated insurance billing, Triad removes its partners' barriers to effective treatment and recovery.

ORGANIZING COMMUNICATION FROM MULTIPLE SITES

With multiple caregiver teams and two of three practices using the Kareo cloud-based EMR, Triad found managing internal and medical communications under their legacy fax provider both expensive and cumbersome.

"Three different numbers and fax servers were just too much to monitor," explains Tracy Shumate, office manager at Triad. "Working in substance abuse, we have to be very careful about responding when our faxes come in. We need to be timely at getting those medical records out."

Triad needed a centralized, secure, HIPAA compliant fax solution that provided ease of access while maintaining confidentiality across the variety of roles within each of its practices.

PULLING IT ALL TOGETHER WITH MEDSENDER

"I looked into several solutions," says Shumate. "I asked each new vendor, 'Can we have all the faxes coming into one portal with browser access?' Everybody told me, 'You can't do that with three different fax numbers.' Then I talked to Medsender who agreed to put all of our accounts under a single umbrella. Now we have everything in one location — we don't have to track multiple fax servers."

AI-based Labeling and Distribution

Implementing Medsender has eliminated many of Triad's repetitive tasks and workflows while helping its practices maintain patient confidentiality. "The way Medsender uses our labels, everything automatically updates to the correct patient record. We just pull out information specific to us," remarks Shumate. "That's been really helpful."

Improving Reliability

Triad also enjoys performance and efficiency gains with Medsender's carrier-grade fax services. "Very seldom do our faxes fail now, and I can easily check each fax's status or resend multiple faxes with a single click," says Shumate. "Before we had to check and resend each fax individually. Communication is easier now — everything about it is a win-win."

Ease of Use and Improved Accessibility

User adoption makes or breaks every new implementation, and Medsender has been a success with all of Triad's teams. "It's easy to use. Everybody can see and send their faxes quickly," Shumate explains. "We can also tell when people receive and view our faxes. We really like that."

THE BOTTOM LINE

Finally, Medsender has reduced Triad's fax transmission fees. "Since we combined everything into a single Medsender account, our costs are significantly lower," Shumate says. "Anytime a solution saves your business money, that's a positive factor."

Wrapping up, Shumate asserts, "If you need a fax solution for your office, Medsender is an excellent choice. The cost is reasonable. Everything about it is user-friendly. It is one of the best products I have used, and I've used a lot through the years."



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