

A GREAT FIT – IMPROVING PROSTHETIC & ORTHOTICS GROUP'S COMMUNICATIONS WORKFLOW WITH MEDSENDER

AT A GLANCE

- Unifying multi-practice, multi-site fax communications
- Use Nymbl as EMR
- 11 locations across California and Colorado
- 30 minutes per person, per day saved



"With Medsender... I can show someone how to review and merge documents and delete unnecessary information or upload to Nymbl in 10 minutes and they are like, 'Oh, this is easy, I get it..'"

Michelle Harper

P&O Groups Operations
Manager

MEET PROSTHETIC & ORTHOTICS GROUP

Prosthetic & Orthotics Group is a community-oriented practice with clinics in 11 locations across California and Colorado. The company specializes in the evaluation, design, measure, manufacture, and fitment of high-quality prosthetic and orthotic devices. The group has clinical, support, and staff totaling around 50 people.

ENHANCING PROCESSES AND INTEGRATING SYSTEMS

With a sizable team across a diverse practice area and HIPAA compliance and patient confidentiality requirements to meet, the P&O group was looking for an efficient way to coordinate and distribute their fax communications. Integrating with their existing systems — Nymbl for the group cloud-based EMR, and Waystar for their back-office and RCM — was a priority.

The group wanted to save time, physical resources, and consumables while improving communications within its systems and teams. Its legacy combination of RingCentral and traditional faxing was problematic and required tedious manual intervention for even their most basic tasks. "We received faxes electronically, but then we'd need to access the server, print the fax, and upload it to Nymbl to share," explains Michelle Harper, the P&O Groups Operations Manager.

DISCOVERING MEDSENDER

Harper and the group turned to Medsender, the AI-assisted, HIPAA compliant, fax, and healthcare messaging platform. Medsender's interoperability and enterprise-level scalability proved an ideal match for the group's requirements. "When I learned that Medsender had Nymbl and Waystar integration, I was sold," Harper admits.

OPTIMIZED INTERNAL AND EXTERNAL COMMUNICATIONS

Coordinating Multiple Sites and Multiple Systems

Harper was seeking seamless integration with the P&O group's systems. "It's a single portal for everyone," she says. "As an admin, I can see everything coming and going. Now we move information back and forth between all of our offices and infrastructure electronically instead of having to download and print it."

Easy Adoption

The Medsender interface was quickly adopted by P&O Group's practitioners and staff. "Anytime you bring a new system into the office, there's always going to be somebody that doesn't see the value," says Harper. "With Medsender... I can show someone how to review and merge documents and delete unnecessary information or upload to Nymb1 in 10 minutes and they are like, 'Oh, this is easy, I get it.'"

Process and Efficiency Gains

Overall, Medsender saves P&O Group a significant amount of time, paper, and expenses. Turnaround times have also improved. "The custom templates make a big difference. We just type in our fax cover sheets," says Harper. "All said, we save at least thirty minutes of working time, per person, per day, and we have between three and five employees per office. One of our offices gets bombarded daily with faxes from the hospitals they work with. That is a lot of pages we don't have to print or process manually."

Providing Availability and Visibility

The P&O group's remote and mobile team members affected by COVID 19 restrictions also saw the benefits. "It's like being in the office," says Harper. "We can always get into Medsender, upload documents, and send information out. Our Denver mobile group loves it because they can see all their faxes at any time. Before Medsender they were never sure where their faxes were."

"Everybody loves it, and it has created so much value." She concludes, "Medsender just makes a lot of sense. It's very user-friendly and it has saved us a ton of paper."



Everybody loves it, and it has created so much value."

Michelle Harper

P&O Groups Operations
Manager