

HOW TETER ORTHOTICS TRANSFORMED FAXING ACROSS 20 LOCATIONS

AT A GLANCE

- Teter provides orthotic and prosthetic services
- Serving the greater Michigan area for over 60+ years
- Professionals with over 15 years of experience in the industry
- Uses Nymbl as their EMR



"It was significant going digital—we hardly print anything anymore."

Karen Rensberry
Admin Manager

ABOUT TETER ORTHOTICS

Teter Orthotics and Prosthetics provides cutting-edge orthotic and prosthetic services. With over 20 locations, the practice proudly serves the greater Michigan area and supplies services to hospitals, care facilities, and clinics.

THE PROBLEM

For years, Teter used a traditional fax machine at each of its 20+ locations to fax hundreds of thousands of pages annually. However, the fax machine often encountered problems with jams, errors, and the staff having to run to refill the paper routinely.

Teter's fax machines proved to be costly as well. The machines were distributed across all locations which meant purchasing the physical machines and then supplying the paper and ink used for them regularly. The pains of manual faxing were starting to become more evident. Staff was spending multiple hours per day on manual tasks at the fax machine that could've been easily automated.

"As Teter got bigger, we realized we needed to go digital," says Karen Rensberry, admin manager. That's when they started to look into digital fax and tried a popular digital fax solution. When the practice encountered issues, however, their digital fax company's customer service was either unavailable or hard to reach. On top of that, it did not integrate with their new EMR, Nymbl, so Teter's staff was still spending time on manual tasks. Rensberry knew something needed to change.

THE SOLUTION

Rensberry decided to give Medsender a try. First, Medsender integrated directly with their EMR, Nymbbl, so that **made the transition seamless**. Teter kept their existing fax numbers and was able to easily port them over into Medsender. Medsender was simple and user-friendly, so the process for switching over was quicker than expected. Teter no longer had to worry about fax errors, lost faxes, lost referrals and authorizations, and fax machine jams because **everything was digital and automated with Medsender**.

Going digital was **time-saving and cost-effective**. For example, Teter no longer needed to buy so much paper. "It was significant going digital—we hardly ever print anything anymore," said Rensberry. The pains of manual faxing were removed, and the staff's time was freed up significantly, allowing them to focus their attention on more important tasks.

The staff felt the Medsender difference immediately. Multiple people can log on, upload documents, and send or receive faxes from a mobile phone or their computer with just a few clicks.

THE RESULTS

Through digitizing their fax process, Teter has received **more than 60,000 faxes** through Medsender annually. "Because Medsender integrates with Nymbbl and enables us to go fully digital, we are saving so much in terms of hours and costs across all 21 of our locations," said Rensberry.

FAST FACTS

- Over 20 locations across Michigan
- 20+ hours of manual labor saved every day
- The removal of the traditional fax machine across all locations
- Over 60,000 faxes received with Medsender per year



"Different features in Medsender such as labeling have done a good job to make the product user-friendly."

Karen Rensberry

Admin Manager