



IPM Medical Group, Inc. is a large, California-based, multi-specialty medical practice. IPM helps patients return to normal daily activities through advanced, cutting-edge services ranging from interventional pain management and psychological support to physical therapy and functional restoration. With additional services such as disability management and medical-legal evaluations, IPM is also proud to have become the standard of quality care for both injured workers and community patients.

BUILDING SUCCESS IN THE FIELD OF PAIN MANAGEMENT



REMOTE STAFFING SOLUTIONS

1 Excel with superior, unequaled services

Operating with over 40 remote employees from DrCatalyst, IPM overcomes challenges on day-to-day processes such as fax and document management, patient scheduling, authorizations, and new patient registration.

2 Put patients at the front and center

With unparalleled training and support, DrCatalyst handles front and back office tasks remotely so that IPM's providers can maximize their time on actual health care.

- Faster and complete new patient registration
- Accurate appointment schedules, fewer no-shows
- Quick and timely authorizations
- Prompt handling of reminder tasks by providers
- Expedited processing of patient requests and concerns
- Organized flow of information from and to providers

3 Better care with better staffing solutions

Tailored-fit to the way they operate, IPM relies on these services from DrCatalyst:

- Remote Phone Assistance
- Fax and Document Management
- Reminders and Tasks Management
- Patient Scheduling
- Referral Tracking
- Authorization Tracking
- New Patient Coordinator

Work with professional, thoughtful remote employees



"I just want to let you know that Ervin is a great guy. He went out of his way to assist me. We don't have much people nowadays who are willing to help you all the way and Ervin did that for me. I could only agree that he's one of your best people."

Nancy

Patient | IPM Modesto



"Modesto really likes Ervin. We do not want him moved to a different office without our permission."

Rose Uranga

Operations Manager | IPM Modesto



"Dr. Weil asked me to please let Buster know how much he appreciates what he did for him today by listing the MRIs separately in IMS. Since I don't have Buster's email address, would you please let him know that he made Dr. Weil's day and he is truly thankful for his help?"

Mary Crawford

Office Manager | IPM WC



"Overall they seem to be doing pretty well. I catch a few minor errors here and there but nothing major... I always explain to them what the error was made and then direct them to go back and correct it once they have a clear understanding. I have noticed that Inah is scheduling the most patients a day with not many errors at all, she is really doing great! Lalaine is doing really well also, I love that she asks questions when she is not sure of something and she schedules a good amount of patients a day as well."

Vanessa Jimenez

New Patient Coordinator | IPM WC



"Dear James, I want to acknowledge you for your hard work and dedication! UCSF, our top referral, let us know that you went above and beyond to assist. Thank you."

Diana Gomez

Scheduling Supervisor | IPM SFMMG



A PARTNER THAT LISTENS AND COLLABORATES

Working closely with clients helps DrCatalyst devise new ways of improving current services, and in turn, grow with the practice. We add a personal, reassuring touch not just to our clients but also to patients who call in... because we understand that simply talking with pained patients is enough to make them feel cared for even before actual healthcare happens.

Your next call matters.

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