



# Clinical and Administrative Services

Upgrade your operations to maintain a completely paperless and worry-free workflow.

We provide our clients with high quality outsourcing services that aim to streamline and automate your clinical and administrative processes.



## Fax and Document Management

Our highly trained remote staff expedite the processing of faxes and documents, update the patient charts, and provide the necessary records whenever you need them.



## Referral Tracking

Our remote staff help ensure that your clinic's incoming and outgoing referrals are recorded, organized, and authorized on time.



## Authorization Tracking

We provide a dedicated remote team that acquires authorization from insurance companies ahead of time. They review authorization details daily to ensure that the necessary documents are ready.



## Remote Phone Assistance

Our remote staff assume the role of a front desk assistant. They deal with incoming and outgoing phone calls, provide assistance on front desk tasks, transcribe voicemails, and relay reminders from patients to providers.



## New Patient Coordinator

We help you take good care of your new patients by collecting and recording the patient data necessary to register them in your practice.



### **Patient Scheduling and Appointment Reminders**

We help minimize no-shows and reduce the time spent on phone calls. We manage your scheduler, track and organize referrals, verify insurance eligibility, send appointment reminders, and settle appointment fees.



### **Paper Document Conversion**

We digitize your paper records and integrate them with your EHR. With our fast turnaround time, you can become completely paperless in months.



### **Patient Data Registry Management**

We help you manage a centralized registry of patient data. With this service, we help keep health records up to date and have them readily available whenever you need them.



### **Transcription Service**

Dictate your notes to a recorder, and then we take it from there. Our dedicated team of transcriptionists provides customized transcriptions that are made available within the required turnaround time.



### **Reminders and Tasks Management**

We organize your daily tasks, set reminders, provide prompt assistance, track correspondence, and guide you through your treatment of various patients.



### **Employee Screening Service**

You can assign remote administrative staff to screen the job applicants in your clinic. Our team can perform interviews, background checks, evaluations, and review of information.



### **Records Review**

Guided by your clinic's standard operating procedures, our remote staff organize and summarize your patients' existing reports and make them easier for you to review.



### **MIPS Reporting**

Our dedicated remote staff document your MIPS compliance on your behalf, helping you secure your incentives, avoid penalties, and achieve consistent, advanced compliance.