

CASE STUDY

MULTI LOCATION MEDICAL OFFICE IN BALTIMORE METRO AREA

by USB Payment Processing

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PROBLEM

Multi location physician practice in Baltimore struggled to collect funds and retain patients in this predominantly "Fee for Service" vertical. In addition, volume exceeded 1mm between all locations and merchant fees continuously crept up to 29,000 annually and rising.

SOLUTION

An audit was done on the processing statements as well as an analysis of payments and patient intake. It was recommended that using our patient retention program would reduce costs/create efficiencies and utilize newer technologies to update payment procedures while reducing collections

RESULTS

After evaluating the organizations statements, we were able to:



Effective Rate Lowered

From 2.4% to 2% additional operating expenses lowered by using technology instead of manual collection practices. This created \$5,000 in savings



PATIENT RETENTION CREATED EFFICIENCIES

This saved staff time by creating a new payment method

5K SAVINGS

CREATED EFFICIENCIES THAT SAVED TIME & KEPT PRACTICE UPDATED THROUGH TECHNOLOGY



"Our new process saves us time and money. Training was simple and easy! Most importantly, their program help reduce patient attrition."