



## CASE STUDY



### Challenge

Beginning in 2014, corporate leadership at Maxim heard frequent issues concerning transcription quality and turnaround time (TAT). When looking into the escalations, they discovered the need for additional manpower, managerial staff, and coverage for nights and holidays.

1. Escalating patient complaints
2. High cost of transcription with inherent inefficiencies
3. Lack of 24/7 coverage for critical documentation services
4. Provider dissatisfaction
5. Lost revenue

“As the staffing practice grew, the turnaround time became a serious issue. The cost of additional staffing to cover the workload was prohibitive. The physicians wanted to continue to dictate their notes. Maxim had to address this in a way that would allow physicians their preference and keep the costs in line.”

- Eileen Stone, Vice President - Operations

## From Transcription to Total 360-degree Physician Office Services

### Client Profile

Maxim Management Services is a Cheektowaga, NY based Medical Service Organization providing administrative services to meet the needs of any medical practice.

### AQuity Solutions

AQuity Solutions delivers superior clinical and financial results to healthcare provider clients through outsourced services. Headquartered in Cary, NC, AQuity employs over 7,000 clinical documentation specialists throughout the U.S., India, Australia, Canada, and the U.K. for medical transcription, medical coding, virtual scribing, interim management, and medico-legal document preparation services. With over 45 years of experience, the company is recognized by KLAS and Black Book as a leading vendor in multiple disciplines. AQuity is privately held.

## Solution

AQuity offered Maxim a unique, operational framework that solved the problem while being cost effective. Taking over the transcription service, AQuity quickly controlled the situation with decades of problem-solving skills and proven expertise in process optimization using Six Sigma and TQM models. Additional levels of quality control and automated error detection resulted in a drastic reduction of transcription errors. The commitment to quality was immediately noticed by providers. To make the integration complete, AQuity took over the transcription team, reinstating record efficiency with a huge direct and recurring cost savings to Maxim.

Maxim entrusted the AQuity Physician Practice Management & RCM Services team with coding, vital practice management activities and billing functions. The team quickly mastered the Medent EHR platform, and numbers indicated a steady improvement with faster claims processing, reduced denials, and a justifiable increased cash flow.



Took over transcription headcount and associated costs



Entrusted with medical coding and other practice management activities



Mastered the Medent EHR platform



Virtual 24/7, 365 coverage



Combined in-depth platform skills with process optimization techniques to improve efficiency

## Results

The collaboration established a set of best practices in Urology services, including an integrated approach to managing clinical documentation, medical coding and billing. AQuity handles other auxiliary services as well, such as patient summary sheets and database updates.

- ✓ Improved transcription quality and TAT
- ✓ Satisfied providers and HIM
- ✓ More engaging and predictable care delivery experience
- ✓ Patients reported noticeable improvements in experience and satisfaction
- ✓ High quality documentation
- ✓ On-time claim submissions and minimized denials
- ✓ Improved justifiable revenue

“Working with AQuity these past five years has been a pleasurable experience. The work ethic, the attention to detail, the willingness to learn has proven to be cost effective while contributing immensely to the operational efficiency for our clients.”

– Richard Terhaar, President

Find out more about AQuity's **Physician Office Practice Management services.**

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