athenahealth

Urgent Care Group, Inc.
# John Kulin, D.O.

CLIENT TESTIMONIAL

# Urgent Care Group, Inc.
## Manahawkin, NJ

## Urgent Care Practice Gets on the Road to Growth

This Manahawkin, NJ urgent care and occupational medicine practice was struggling financially because its billing service didn't go after denied or low-paid claims. athenaCollector "breathed new life into the practice," says Dr. John Kulin, by increasing collections 30% in just three months despite virtually no increase in patient volume.

Workflow improvements and practice expansion, which helped increase income over five years, were made possible by practice insights provided by athenahealth. But, the benefits were not just financial since the physicians were also able to deliver better care with the cloud-based athenaClinicals EHR.

When Hurricane Sandy ripped through the New Jersey shoreline in 2012, Urgent Care Group was up and running and serving affected patients as soon as power was restored. Other practices in the area were still recovering months later because paper and computer-based patient records were lost

in the flooding, says Dr. Kulin. "athenahealth has a real focus on improving patient care, just as we do," he adds.

### At a Glance
- 8 physicians
- 5 nurse practitioners
- 2 offices
- 27,000 patient visits annually

### Issues
- Days in Accounts Receivable (DAR) of 65 days impeded cash flow and growth
- Billing service only went after claims that were "low-hanging fruit"
- No insight into practice finances or performance

### Solutions
- athenaClinicals®
- athenaCollector®
- athenaCommunicator®
- athenaClarity®

### Results
- DAR decreased 17.88% and reduced to 26-27 days[*]
- Better claims tracking and follow-up increases collections 30% in first 3 months[*]
- Greater insight into practice fuels 5-year growth
- No-show rate decreased by 52.87%[**]

"athenahealth is very responsive. They're not just a vendor; they're a partner in our practice. They're always improving their own products and helping us improve what we do."

—John Kulin, D.O.

### Learn more at athenahealth.com

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