March 2018

REPORTS

Sometimes you may experience appointments without charges. This can be a loss to your business. Did you know that PPR's system will give you access to a report that will let you know if any scheduled appointments did not bill for an associated charged service. You can use this report to help identify "no shows" or a missed billing opportunity. If you are using our appointment scheduling and charge ticket and would like this feature added just call us.

We can also produce a report that gives you the status of patient responsibility. You can use this to guide collection strategies. One of your options is to have us write standard or customized collection letters. This is one of our services that many of our clients appreciate.

In addition to our many useful and especially legible reports, you will recall how easy it is to access to our staff. They are always available by phone or in person to help our clients in reviewing these reports. We're also always available to answer any questions that your patients might have about their bills.

Speaking of patients and reports, our normal procedure reporting will tell you how many *new* patients you see each month. Remember that there is a 3 year rule to determine if a patient is new or established. The last face –to- face service has to be more than 3 years ago for a patient to be considered new. Any service performed by the same specialty/subspecialty in the group or practice counts towards defining the patient's status.

CLIENT SATISFACTION SURVEY

You may recall our notice of an impending satisfaction survey. If you haven't received it yet, keep your eyes open – it's on its way.

SECURITY RISKS

The news is filled with reports of organizations whose data has been compromised, stolen, or even held for ransom. The medical industry is not immune. Next month *News and Views* will let you know the many precautions that everyone can take to protect our patients and our data.

And remember, we're here to help *you*. Don't hesitate to call at any time for any reason.