EMA · **ModMed Pay** · **Success Story** · ⟡ Dermatology

Apex Dermatology increases patient volume and revenue capture with ModMed

> "
>
> Patients are the core of everything we do. By enhancing our clinical workflows, billing processes and patient engagement with ModMed, we've been able to ensure we provide the best experience possible and boost patient satisfaction.
>
> **Jessica Biello**, Director of Patient Care/EMR Administrator

Read this success story and more at: modmed.com/apex-dermatology

Apex Dermatology focuses on growth, consistently adding new providers and locations during nearly 15 years in business. For more than 10 of those years, the group used the same EHR — until growth slowed. Providers couldn't take on more patients without sacrificing care and revenue capture was inconsistent. ModMed's all-in-one platform solved these challenges by streamlining visit documentation, connecting care with billing processes and providing better opportunities for patient engagement.

Jessica Biello, Director of Patient Care, shared these results:

👥 Increased patient volume by 60%

🖥 Raised revenue capture by 39% YOY with ModMed Pay

⏱ Reduced note finalization time from 5–7 days to 24–48 hours

Goals

- Enable providers to see more patients while maintaining quality of care
- Eliminate workflow barriers that delayed payment cycles
- Boost patient participation to enhance overall efficiency

Results

- Optimized documentation with Protocols, expanding provider capacity
- Linked clinical notes directly to billing for faster, cleaner claims
- Increased patient engagement by 31% in portal usage and 37.5% in app usage

〰 **ModMed**

561.235.7501 • **modmed.com/dermatology**