

Border Pain Institute experiences transformative success with improved efficiency and financial gains



ModMed has significantly enhanced my ROI and improved my collection and denial rates by providing superior and more accessible documentation. By utilizing the full ModMed suite along with Klara, we've successfully optimized our workflows.

Carlos Viesca, MD



Read this success story and more at:
modmed.com/success-stories-pain

After years of grappling with a cumbersome software platform that led to inefficiencies, inadequate delivery of patient care and persistent billing challenges, Carlos Viesca, MD, founder of Border Pain Institute, sought a pain medicine-specific all-in-one solution. Dr. Viesca explored various options before ultimately choosing ModMed®, including EMA® EHR, ModMed Practice Management, ModMed BOOST RCM, ModMed Pay and Patient Collaboration with Klara®. Since switching, collections and time saved have gone up, and denial rates have gone down.

Dr. Viesca shared these results:

📈 30% increase in collections within 3 months of switching

⬇️ Decreased denial rate from 30%–40% to 3%–5%

📄 90% decrease in the processing time of prescriptions

Goals

- Implement a user-friendly EHR and RCM solution
- Optimize billing processes and enhance revenue collections
- Enhance patient experience and communication

Results

- Reduced prescription processing time from 60 to 5 minutes
- Finalized notes immediately post-appointment
- Enhanced patient experience with instant co-pay collection, portal and text messaging

The statements and conclusions contained herein reflect the opinions of Carlos Viesca, MD, and not those of ModMed. ModMed makes no representations or warranties as to the accuracy of any such information. Results may vary depending on medical practice size, product usage and other variables.

©2025 Modernizing Medicine, Inc. All rights reserved. MM-PAIN-12972a-0925