

Charleston GI increased patient payments with ModMed solutions



Streamlining into an all-in-one system has been the best thing for us. It's cut down on manual tasks and, with the integration of Klara, has given time back to our staff instead of staying until the end of the day to make phone calls.

Sherry Searson, CPC, MCS-P
Business Services Manager



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Charleston GI replaced its previous system with ModMed's gGastro® and Patient Collaboration tools from Klara® as part of the complete ModMed® suite. With four gastroenterology clinics, three endoscopy centers and 18 providers, it needed to enhance efficiency across the board. ModMed's solutions helped transform its revenue cycle. Since switching to ModMed, the practice has experienced an 88% increase in clinic patient payments and a 20% increase in endoscopy center payments.

Sherry Searson, Business Services Manager, also shared:

👤 Increased clinic patient payments by 88%

☑ Decreased patient check-in time by 30%

📄 Reduced procedure touchpoints by 50%

Goals

- Improve revenue cycle process
- Enhance patient experience
- Reduce complicated patient communication

Results

- Increased patient payments with text-to-pay
- Streamlined front desk and procedure communication
- Simplified patient communication with Klara

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