

How Parallel ENT & Allergy achieved documentation consistency across 100+ providers with ModMed



The time to finalize charts has significantly improved, with most practices now finalizing notes in 15 to 30 minutes, a major shift from after-hours charting. This improvement has also streamlined staffing, allowing most providers to drop from two clinical support staff to just one.

Melissa Poe, Director of Clinical Process Improvement



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Parallel ENT & Allergy, a management service organization (MSO) with over 100 providers, previously struggled with multiple disparate EHR systems that led to documentation inconsistencies, coding challenges, and delayed workflows. They strategically consolidated all practices onto the all-in-one ModMed® platform to unify their systems, ensure consistent financial reporting, and modernize documentation. This led to enhanced analytics, improved compliance, and more transparent, efficient documentation. Now, new acquisitions must adopt ModMed to maintain systemwide consistency.

Melissa Poe, Director of Clinical Process Improvement, shared these results:

📄 Saved \$30/hr per provider in outsourced scribe costs

📄 Completed notes 2x faster

↘ Reduced clinical support staff ratio by 50%

Goals

- Standardize systems for centralized reporting and documentation
- Gain comprehensive capture and compliance for allergy data
- Reduce time spent on documentation and note finalization

Results

- Gained documentation and coding consistency with Protocols
- Improved documentation for allergy treatments with Xtract Solutions
- Improved provider work-life balance and reduced clinical staffing needs

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