

Piedmont ENT and Related Allergy increases provider visits and recovers past-due payments using ModMed



With ModMed, our providers are seeing more patients without running behind. The software has brought structure to our schedules and helped the entire team work more efficiently. Patient Collaboration tools with Klara have been a huge help in reducing the workload for our front desk. It's allowed us to simplify the check-in process and focus more on patient care.

Kaitlin Meeks,
Practice Administrator



Piedmont ENT and Related Allergy aimed to see more patients without adding strain to the front office or providers. By utilizing solutions from ModMed®, to include ModMed Pay and Patient Collaboration with Klara®, the practice improved schedule control and streamlined pre-visit tasks like insurance verification and payment collection. These changes increased daily visit volume, significantly reduced front desk calls, and helped the practice recover past-due patient payments. More efficient workflows have allowed staff to stay on schedule and deliver a better patient experience.

Practice Administrator Kaitlin Meeks shared these results:

📅 Improved scheduling to increase patient volume

💰 Recovered \$112k in past-due payments

📈 Increased patient satisfaction score

Goals

- Expand patient access through better scheduling
- Automate check-in and billing to reduce call volume
- Modernize systems to support efficient workflows

Results

- Gained more patient visits without running behind
- Reduced call volume and recovered past-due payments
- Streamlined practice operations with automated workflows

Read this success story and more at:
modmed.com/piedmont-ent-and-related-allergy

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