

How ModMed helped boost financial health and operational efficiency at Five Valleys Urology



ModMed has positively impacted the practice's financial health by speeding up the collection of personal payments from patients by approximately 30%, due to the increased availability of payment options through ModMed Pay.

Melanie Scott,
Director of Operations



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Five Valleys Urology faced significant challenges with their outdated, homegrown IT system. Extensive customization led to frequent breakdowns and high maintenance costs, hindering their growth objectives. They needed a reliable, standardized system to support their expansion and improve operational efficiency. After a comprehensive evaluation, they chose ModMed for its balanced clinical, practice management and patient collaboration solutions, ultimately experiencing remarkable success.

Melanie Scott, Director of Operations, shared their results:

30% faster collection of personal patient payments

30% reduction in documentation time for physicians

15% reduction in call volume and no-shows

Goals

- Upgrade IT infrastructure for stability and scalability
- Standardize systems across providers and staff
- Support practice growth and improve operational efficiency

Results

- Enhanced provider satisfaction with faster note closure
- Improved patient communication and engagement
- Improved the practice's financial health and streamlined operations

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