

Elite Foot and Ankle streamlines operations and patient care with ModMed



The implementation of ModMed brought a natural workflow, integrating various functions into one intuitive platform. Everything just flows. Features like color-coded scheduling and the ability to click and drag documents have significantly simplified daily operations.

Nina Lay, Business Manager



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Elite Foot and Ankle struggled with a system that lacked logical flow and robust customer support, resulting in technical glitches and frequent updates during peak hours. These challenges often led to lost documents and the need to repeatedly redo tasks. Struggling with high call volumes, insurance claims, and admin tasks, practice founder Dr. Dwayne Lay sought a new solution. Since implementing ModMed® and Klara®, the practice has experienced improved workflows, enhanced patient satisfaction, and a more fulfilling work environment.

Nina Lay, Business Manager, shared their results:

🕒 2–3 hours saved daily

↓ 25% fewer claim rejections

🕒 ~10 minutes saved per patient call using Klara

Goals

- Streamline daily administrative tasks and patient communication
- Improve efficiency in managing insurance claims and payments
- Optimize scheduling and document management

Results

- Saved 2–3 hours daily by streamlining workflow and reducing tasks and calls with Klara
- Simplified operations with drag-and-drop files and color-coded scheduling
- Efficiently managed new patients and procedures

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