



## **CASE STUDY:** Nephrology group grows with MicroMD® PM

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*Harold Muir  
Practice Administrator  
Michigan Kidney Consultants*

### **ORGANIZATION**

Michigan Kidney Consultants' 16 nephrologists and eight nurse practitioners staff eight locations throughout greater Detroit.

### **OBJECTIVE**

Find reliable, powerful and intuitive software that can make the staff's jobs easier and more streamlined while supporting a growth strategy.

### **SOLUTION**

Install MicroMD PM from Henry Schein Medical Systems for solid, easy-to-use and flexible management features—backed by proven vendor support.

### **RESULTS**

Instant access to all schedules; an estimated 50 percent reduction in AR days; staff productivity gains that allowed re-assignment of staff; \$1,000 reduction in monthly claims clearinghouse fees; improved morale.

When Harold Muir went to work at Rochester Hills-based Michigan Kidney Consultants (MKC) in 2003, the group's owners were planning for rapid growth. The veteran practice administrator soon realized, however, that MKC's scheduling and billing software couldn't support the strategy. "In fact, it wasn't even capable of handling our existing volume efficiently," says Muir.

### **Objective**

Muir and his colleagues began a search for a practice management system with a more useful, intuitive interface and faster processing capabilities. "Our antiquated system was so slow," recalls Muir, "it required one person to work a night shift while it processed claims to get them ready to send."

Beyond speed and scalability, management at MKC realized it also needed business intelligence. "The doctors needed reporting capabilities they could use for decision-making and analysis," recalls Muir. "We wanted to be able to answer any question we could conceive of."

One example of this limitation, according to Muir, arose when the physicians found that they couldn't implement a productivity-based compensation policy. It was yet another reason to make a change.



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### **Solution**

With nearly 30 years of experience in his field and familiarity with six different practice management systems, Muir had a strong sense of what to look for in a new solution.

Among the contenders, all Microsoft® Windows®-based applications, MicroMD PM was a quick finalist thanks to Muir's familiarity with the company behind it. "I already knew their management and development team stays ahead of the curve in terms of adopting new technologies and providing upgrades," says Muir. "But they also have zero tolerance for flaws. They're careful not to release a product until it's perfect."

MKC implemented MicroMD PM because it met the practice's needs in terms of ease-of-use, processing power and advanced reporting. The relatively low cost, compared to some of the major competitors, was another factor. Cost wasn't the top priority for MKC. But the fact that MicroMD PM offered the best value, says Muir, was an added bonus.

### **Result**

"The impact on scheduling was an overnight miracle," says Muir. "Our people literally threw their scheduling books away soon after implementation." The staff gained instant access to schedules across the organization, improving customer service.

On the billing side, the response was equally enthusiastic. "Every biller we've had use the system

has said MicroMD PM is light years ahead of everything else," says Muir. "Without exception, they say it's a better system that's easier to use."

The billing staff is far more productive, and they now focus on more useful tasks, such as accounts receivables management or collections. Batch processing that may have taken an hour and a half happens—in the background and without interruption—in just minutes. And of course, there is no more night shift.

With the transition to MicroMD PM, MKC was also able to reduce clearinghouse fees by \$1,000 per month.

Muir doesn't have precise figures, but he estimates that AR days outstanding dropped by half, to just 30 days. "That's amazing, especially for a nephrology practice," says Muir, "which faces some unique Medicare reimbursement rules and requires a lot of hospital-based consults."

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