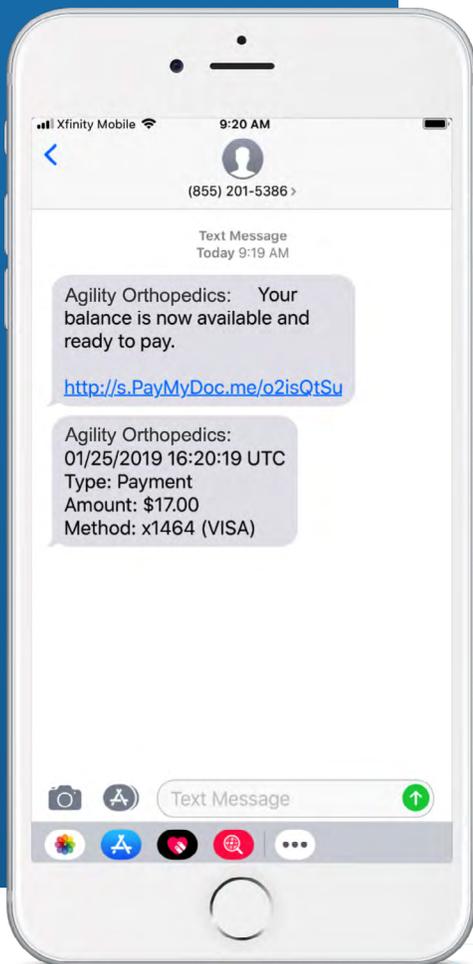


AGILITY ORTHOPEDICS INCREASES COLLECTIONS ON THEIR PAST DUE ACCOUNTS BY WITH SWERVEPAY. **500%**

CASE STUDY



Problem/Situation

AGILITY ORTHOPEDICS ADDRESSES AN UNDERPERFORMING PORTAL AND YIELDS SIGNIFICANT PATIENT EXPERIENCE AND BUSINESS BENEFITS.

Agility Orthopedics has been a leading provider of exceptional orthopedic care for more than 40 years. The practice oversees 20 providers out of its primary location in Stoneham, MA and a second location in Malden, MA. From complex orthopedic surgery to effective rehabilitation, the Agility Orthopedics team is committed to their mission: “keeping you moving.”

When executive director Andrew DesRosiers arrived at the practice, he found that they were using a patient engagement portal that wasn't matching the quality of service that was being provided and had come to be expected from Agility Orthopedics. “The existing portal didn't easily support Agility Orthopedics ability to use best practice billing strategies, like collecting copays before providing service,” says Andrew. “The system we had didn't integrate well with our accounting system, so we had to post payments manually. It also didn't keep up with patient obligations once the insurance payment was made. All of this contributed to high accounts receivables and of course, didn't align with our commitment to a high-quality patient experience.”

Solution

AFTER JUST FIVE MONTHS OF TRYING TO WORK WITH THE UNDERPERFORMING SYSTEM, ANDREW CANCELED THE SERVICE AND SWITCHED OVER TO SWERVEPAY.

“When I saw their demo and reached out to other companies that were using it, I felt confident that it would be a perfect fit and would support our patient experience and business priorities,” says Andrew. “Honestly, it was the simplicity of it all. Other systems are very convoluted and complicated, but SwervePay is extremely user friendly.”

Agility Orthopedics now uses SwervePay's full suite of services to process patients' payments. Implementation took less than six weeks, and the staff finds it very easy to use. Now, providers can easily collect copayments and send balance notifications via text message, which offers one-click payments. They are collecting balances faster and with less effort.

“...OUR ZERO TO 90-DAY ACCOUNTS RECEIVABLES ARE IN LINE WITH INDUSTRY STANDARDS.”

CASE STUDY



“SWERVEPAY HAS GONE ABOVE AND BEYOND WHAT I THOUGHT IT WOULD ACTUALLY DO. SO YES, I AM VERY IMPRESSED OVERALL.”

Andrew DesRosiers
Executive Director

Results

BECAME COMPETITIVE WITH ACCOUNTS RECEIVABLE



Collecting balances has become more efficient. “Now that we are able to notify patients of their outstanding balances so easily, our zero to 90-day accounts receivables are in line with industry standards,” shares Andrew.

INCREASED MONTHLY COLLECTIONS BY 500%



Regarding collectibles, Agility Orthopedics has experienced outstanding results. “Now that we’re using SwervePay, our monthly collections have jumped 500%,” says Andrew. “There were a lot of old outstanding balances out there. But because SwervePay sends out notices for those old balances, we are now collecting them.”

