

## MedDerm, Efficiencies to Improved Care

MedDerm is a state-of-the-art skin care center offering both traditional and innovative therapies for common and rare skin disorders. Their focus is the delivery of service-oriented, high-quality dermatologic care.



*"The Kno2 integration is saving us 20 hours per week! I'd rather have a person calling and helping patients instead of printing, scanning and attaching documents in Aprima."*

*Chris Hoag, Co-Owner, MedDerm*



### SOLUTION

Kno2 and Aprima, an eMDs company, have come together to bring an integrated cloud fax solution to their customers like none other. Kno2's technology addresses the long-standing obstacles that healthcare providers everywhere have continued to face with fax...from technical challenges, to expensive fax fees, to lack of efficiency...Kno2 addresses it all!

### RESULTS

**20** HOURS / WEEK

#### SAVED LABOR

Saved one person a half day (four hours) each day times five days per week.



#### FASTER CARE

Referred patients are getting seen faster, cutting two days out of the process.



#### INFORMED PROVIDERS

Providers are getting information faster, improving the overall speed of care.



#### HAPPIER EMPLOYEES

No more mundane paper pushing...faxing just got a whole lot easier...and more time for patients.

## MEDDERM

Established in 1996

San Diego, CA

Medical and Cosmetic Dermatology

90% of patients referred

120 patients seen per day

<https://medderm.net/index.html>

## SOLUTION BENEFITS

Integrated with Aprima for Optimized Workflows:

- Patient, Visit and Order Lookup
- Reviewer Assignment
- Task Assignment
- Automated Send/Receive
- Bypass Document Linking and Attach Medical Records Directly to Patient Chart
- Audit Trail

## CHALLENGE

“It’s simple really”, said MedDerm co-owner Chris Hoag. “Customer service is extremely important to us and I’m always looking for efficiencies. We needed a better way to handle the enormous amount of faxes coming into our office; processing them was just slowing us down.” MedDerm receives a lot of referrals, 20% of the volume is HMO and authorization is required. With all of that, plus labs and interaction with specialty pharmacies, MedDerm receives 400+ fax transmissions each day. Each fax was getting printed...an obvious waste of paper...reviewed, scanned and then attached to the patient chart in their Aprima EMR...a process that was taking multiple clicks to accomplish.

## SOLUTION

Kno2 and Aprima, an eMDs company, have come together to bring an integrated cloud fax solution that allows users to send and receive faxes electronically and absorb appropriate documents directly into the patient record. Hoag continues, “The interface between Kno2 and Aprima is so good. We can easily pull up the patient because of the synchronizing between systems and attach the document much easier.”

Hoag reports:

- The solution *exceeded MedDerm’s objective* to improve fax efficiencies for their office.
- *Easy to implement* – took 3 days to implement between Aprima and Kno2, and the fax porting process went very fast.
- *It’s reliable* – MedDerm is experiencing 99.9% uptime. Previously we had an efax solution and moved to a second fax line because of fax delivery issues.
- Appreciate the ability to *track fax activity* with the audit trail.

## RESULTS

Hoag declares, “The Kno2 integration to Aprima is saving us 20 hours per week! As a result, referred patients are getting seen an average of two days faster and providers have the information they need when they need it. Our employee satisfaction has gone up tremendously because they no longer have to do mundane paper-pushing...processing a fax just got a whole lot easier...and now they have more time in their day to serve our patients.”