

APM-A

Anaesthetic Practice Management Australia

APM-A RECOMMENDS MEDITRUST AS A GREAT ASSET AND A SUPERIOR SOFTWARE VENDOR

AT A GLANCE

**LOCATION**

Perth, WA

**ESTABLISHED**

2008

**GROUP SIZE:**

< 15 anaesthetists

**WEBSITE:**www.apm-a.com.au

APM-A, established in 2008, is a private anaesthetic billing service based in Fremantle, Western Australia.

Whilst initially providing billing services to Visiting Medical Practitioners (VMP's) at public hospitals in Western Australia; APM-A has, via a natural migratory process, begun to focus more exclusively on the private health sector.

Due to the lack of Cloud-based solutions at the time of the company's inception, its billing software initially ran off a local server. This, however, necessitated constant manual updating and additionally proved difficult to manage remotely.

Account management was also largely paper based and, therefore extremely time intensive in terms of processing. As a result, a more effective solution was sought in 2014. After speaking to a number of software vendors, APM-A decided to trial the MediTrust system effective mid-2014.

Its intuitive design appealed to them instantly and they appreciated the fact that the software was provided on a modular basis. This essentially facilitated a gradual transition to the new system, whilst allowing them the time required to modify and adapt their local systems in order to facilitate a seamless integration with the new platform.

Following an initial training session with MediTrust's personnel, they were able to begin creating our own accounts utilising the new system within a relatively short time frame.

The APM-A Director provides insight in relation to the company's experience of the transition process:



Our team found MediTrust's staff to be proficient, friendly and remarkably proactive in their response to our requests for reporting modifications within a notably short time-frame. This greatly assisted us in achieving a successful and smooth transition to the new platform. After a successful trial period, we therefore decided to implement the MediTrust solution for all our existing and new clients on a permanent basis, effective August 2014.



DANIEL DU PREEZ - DIRECTOR
APM-A



A selection of comments from the APM-A team:



FIND OVERDUE ACCOUNTS QUICKLY & EASILY

Overdue accounts are now identified with remarkable ease by utilising the 'Account Alert' screen; which is also conveniently located in the 'Accounts Module' Home screen.



GREATER TEAMWORK & PRODUCTIVITY

We have found teamwork so much easier with the new software, as 'Summary' and 'Action' notes can now be placed on the system for ease of reference by any team member. This has enabled us to gauge billing progress in relation to any client at any given time and is a feature we have found to enhance our overall productivity as a team.



MORE EFFECTIVE COMMUNICATION

We now function more effectively overall as the software essentially performs the equivalent of a communication function between the members of our team.



ELIMINATE TIME-CONSUMING TASKS

By using the 'Search for Medicare Number', I was able to significantly reduce time spent manually entering patient information. Additionally, the 'Online Patient Verification Check' has resulted in a marked reduction in rejections which, in turn, has increased our overall productivity.



MANY GREAT FEATURES

Another user-friendly feature I personally appreciated was the 'Save Page' tab, which allows surgical information to be copied into the background for future reference. This feature has ultimately proven to significantly reduce time spent creating new accounts.



FULL REBATE FUNCTIONALITY

Medicare and fund rebate information is also readily available, enabling us to easily view and communicate cost information to our clients' patients.

APM-A Director, Daniel du Preez concludes with these comments:



The technological benefits afforded us by migrating to the MediTrust solution far exceeded our expectations.

Our team is now functioning more effectively, as well as with enhanced overall rates of productivity; which, in turn, has resulted in improved levels of client satisfaction.

APM-A recommends the MediTrust Solution unreservedly as a superior software vendor and an asset to any service provider within this market space.



DANIEL DU PREEZ - DIRECTOR
APM-A

