

DR RICK BULACH

MEDITRUST ALLOWS DR RICK BULACH TO FOCUS ON PATIENTS WITH RELIABLE BILLING TECHNOLOGY

AT A GLANCE



LOCATION

Melbourne, VIC



MEMBER SINCE

2014



MEMBERSHIP:

Individual



WEBSITE:

www.meditrust.com.au

Dr Rick Bulach is an experienced anaesthetist with a long career in the public hospital system working in the hospitals of Melbourne's eastern suburbs. After expanding his practice into the private sphere, Dr Bulach's enquiries to professional colleagues brought him to MediTrust's door to consider using them for billing support.

After initially considering doing his own billing, Dr Bulach contacted MediTrust and after detailed conversations with their sales team, decided that if he was going to outsource his billing, the MediTrust service was sufficiently cost effective.

One of the first things Dr Bulach told MediTrust in late 2014 was that he had little interest in computer software and wanted a service that he could "set and forget" and allowed him to get on with treating his patients without spending time on technology.

MediTrust believe in meeting the expectations of their clients and devised a strategy that would allow Dr Bulach to do just what he wanted – focus on patient treatment and have the administration operate unobtrusively but reliably in the background.

MediTrust provides billing services for Dr Bulach's private practice and IFC and prepayment collection services where prepayment is required.



MediTrust

CASE STUDY

Dr Bulach has been impressed with the MediTrust solution and support:



Since contracting MediTrust to look after my billing and invoice management I continue to be impressed with their diligence, patience and timeliness, in particular with respect to my mistakes, difficult accounts and naiive questions. They continue to make my administrative life easier! A very good thing.



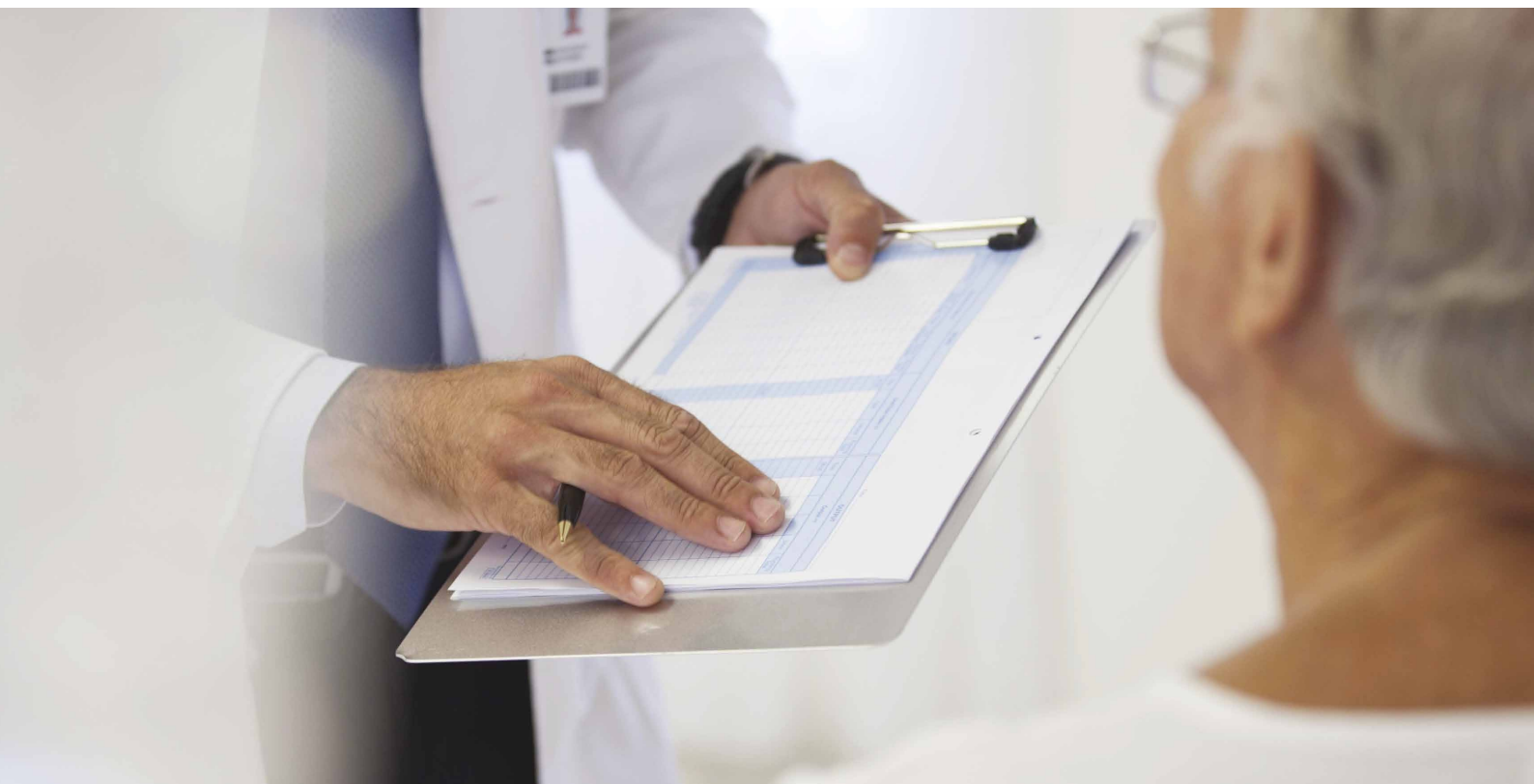
DR RICK BULACH
ANAESTHETIST



Flexible solutions that allow for traditional information capture & processing

Showing the versatility of the MediTrust software and services, MediTrust and Dr Bulach adopt a traditional style of billing information capture with Dr Bulach filling out MediTrust billing sheets and sending them to the MediTrust office for processing. Once the accounts are immediately created by MediTrust, of course, Dr Bulach has complete visibility of his accounts over the internet and is able to track MediTrust's performance in processing and collecting payment for the accounts.

Interestingly, this same flexibility is also highly prized by some of our larger group clients who use our software but not our services. These groups are able to offer a traditional style billing service to those doctors who prefer it and a digitally based service (paperless) to the doctors who are ready for other methods.





MediTrust

CASE STUDY

Feature-rich billing software that helps to keep debtors within 30 days or less

The MediTrust system has a number of features that our staff use systematically to help keep the debtors of all our clients low and, in the case of Dr Bulach, substantially to 30 days or less.

Dr Bulach has one of the most diverse practices of all MediTrust clients in terms of number of hospitals he attends, the number of surgeons he works with and the range of procedures he attends for patients and MediTrust has been able to ensure that his administration has remained effective and reliable and firmly in the background as he wished.



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