

Helping Primary Care Physicians Stay Independent

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“The fact that ICC has helped us make more money is wonderful, but what really matters is that it helps me stay independent.”

“Onboarding was a breeze, we were live after an hour of training and using it within a day. On average it now takes me 90 seconds to do a referral. I went from skeptical to AMEN!”

Sara Jones
Referral Coordinator & Front Desk

Challenge

- On the phone all day, going back and forth between patients & referral partners and searching for progress notes
- A lot of printing and faxing
- Difficulty managing whether appointment happened or not and keeping the status documented

Practice Results

- 30% time savings for referral coordinator
- >50% decrease in time on the phone
- Now main focus is patients, not the phone
- No more shuffling and faxing paper
- Always know patient status
- Much easier for the patient
- Happier, more efficient employees

IPA Results

- Electronic communication & coordination capability helped IPA secure population health contracts
- Increased contracted rate with primary insurance partner