

CASE STUDY

With Updox Integration, Miami Clinic Boosts Patient Care While Slashing Admin Tasks



Customer Overview

AMP Mental Health is a clinic based in Miami, Florida, offering a variety of therapies, psychiatric care and medication management. The practice's expert team helps manage conditions like anxiety and depression on a daily basis, but they pride themselves on individualizing treatment for each patient. To ensure they maintain a high quality of service and care, the practice looked to Updox.

Challenge

Providers at AMP Mental Health lean on a combination of compassionate care and evidence-based approaches to improve patients' overall well-being.

But seeking mental health treatment still carries stigma, and to fully earn the trust of both current and prospective clients, the practice had to demonstrate billing expertise, top-notch customer service and a modern, streamlined operational flow.

That was nearly impossible to do with its old system. Staff had to personally call each patient to confirm appointments, as mass communication was nearly impossible, and the onboarding process left much to be desired.

"Intake forms were paper-based or inconsistently formatted, often leading to disorganization and delays in sending and receiving them," said Lily Oquendo-Ortiz, AMP's practice manager.

The lack of cloud-based integrations only made matters worse when it came to insurance approvals and the critical transmission of medical documentation. A simple, manual error could lead to disjointed care or a daunting medical bill.

The practice also wanted to expand patient access and ramp up its virtual care offerings but needed a reliable, HIPAA-compliant way to do so.

Key Takeaways

- ✓ AMP Mental Health struggled with manual appointment confirmations and disorganized paper-based intake forms.
- ✓ The lack of cloud-based integrations led to inefficiencies in billing, customer service, and operational flow.
- ✓ These issues hindered their ability to earn patient trust and expand services.

Solution

AMP Mental Health sought an all-in-one solution that required minimal ramp-up and offered a secure platform for automated yet customizable patient communication, enhanced medical documentation and telehealth visits.

Updox offered all those solutions and more. Within a short period of time, the practice had digitized its cumbersome, error-prone paper workflows, streamlined patient confirmation and reminder messages and increased its online care options.

The cloud-based solution allowed for a seamless integration with their EHR, Practice Fusion, so the team could conduct both clinical and administrative operations within one ecosystem.

Results

With its broadcast messaging and better appointment tracking, AMP Mental Health has been able to prevent no-shows and avoid scheduling mishaps.

Telehealth offerings help the practice expand its geographic reach, but it also improves outcomes by allowing providers at AMP Mental Health to do what they do best: meeting patients where they are.

Billing and operational efficiencies have also allowed staff to boost patient engagement and collaboration with other healthcare providers.

“These efficiencies have led to a more organized practice, improved patient flow, and a better allocation of resources, contributing to enhanced overall productivity,” Lily Oquendo-Ortiz said. “Overall, the workflow is smoother, more streamlined, and allows us to focus more on patient care rather than administrative tasks.”

Key Takeaways

- ✓ Updox provided a secure, all-in-one platform that digitized workflows and automated patient communications.
- ✓ The solution enhanced telehealth capabilities and allowed for seamless integration with their EHR, Practice Fusion.
- ✓ It improved both clinical and administrative operations, streamlining processes across the board.

Ultimately, the Updox integration with AMP Mental Health’s EHR has laid the groundwork for the practice to grow its service to even more patients in need throughout the Miami area.

Key Takeaways

- ✓ The implementation of Updox improved appointment tracking and significantly reduced no-shows.
- ✓ Expanded telehealth offerings increased patient access and improved care outcomes.
- ✓ Enhanced billing and operational efficiencies led to better patient engagement and resource allocation, allowing staff to focus more on patient care.



Updox has led to a more organized practice, improved patient flow, and a better allocation of resources, contributing to enhanced overall productivity. Overall, the workflow is smoother, more streamlined, and allows us to focus more on patient care rather than administrative tasks.

Lily Oquendo-Ortiz

Practice Manager, Billing and Credentialing Specialist, AMP Mental Health

