

Urology of Virginia

Multi-site urology group improves staff efficiency and boosts collections

 30 urologists, 3 PTs, 4 PAs, 2APNs

 Results after 7 months

Urology of Virginia, a busy, five-location urology practice headquartered in Virginia Beach, was searching for a way to streamline front-office workflow and boost payments. After implementing Phreesia, the nation's leader in patient intake management, the practice saw immediate results, including impressive jumps in its copay and balance collection rates, and significant administrative time savings.

David Duma, Urology of Virginia's chief financial officer, said Phreesia has enabled the practice to optimize its staffing strategy and improve efficiency.

"Our staff are able to do far more than before," he said. "We have financial counselors in our practice and we were looking to possibly hire another one. That plan has been put on hold because Phreesia has freed up staff time to the extent that we don't need a new counselor to do that work. We're also hiring more physicians but we might not need to hire additional staff to support them."

Duma says the practice has also been pleasantly surprised at the positive reactions older patients have had to Phreesia. "They really like using the PhreesiaPad, especially because they don't have to do a lot of writing," he said. "It's just easier for them."

"Our staff really didn't like having to talk about financial matters with patients. Now they're not having those discussions at the counter where everyone can hear them. They just hand patients a PhreesiaPad. It's much more discreet."

- David Duma, CFO
Urology of Virginia

Capture Valuable Patient Data



59% increase in patient full registration



30% increase in email collection



30% increase in mobile phone collection



Increase Payments

COPAYS

90%

of patients pay the time of service

BALANCES

56%

of patients pay the time of service