

# Where Do You See Your Practice Headed in 2019?



As we reach the end of 2018, a lot of reflection is happening from everyone – both personally and professionally. The team at Tower Physicians Solutions wants to help offer some tips or resolutions that your Nephrology Practice can make for 2019 in order to grow your medical practice and improve patient care. Where do you see your practice headed in 2019?

## **LOSE THE PAPER WEIGHT**

Start taking all that paperwork that is weighing you down. If you haven't done so yet, consider investing in an EHR. Not only can you receive added benefits like improvements in practice productivity and the [government EHR incentives](#), but it will also transform all of your patients' paper charts and medical records into a cohesive electronic system that can be accessed anytime, anywhere. Going green is never a bad choice!

## **LEARN MORE ABOUT THE WAYS HEALTHCARE IS EVOLVING.**

Healthcare legislation has been a hot button issue lately, and it often feels as if the alphabet soup—MACRA, MIPS, EMRs, HIPAA—is never ending. So in 2019, it may be

time to pick an area and educate yourself as thoroughly as possible on it. It's never a bad thing to be too well-informed, both for your staff and for your patients' sakes.

## **RECOMMIT TO DELIVERING A STAND-OUT PATIENT EXPERIENCE**

A poor patient experience can have an impact on patient payments according to industry research. Get feedback via patient surveys to gauge what's working and what's not. Then, work together with your front desk, clinical and billing teams to develop a plan on how to deliver an exceptional patient experience in 2019. This will pay dividends in terms of building patient loyalty and referrals.

## **COLLECT PATIENT BALANCES UP FRONT**

According to TransUnion, patient responsibility grew 11 percent in 2017. With patient payments having more and more impact on your bottom line, it's critical to collect patient payments at the time of service. A single system for EMR and billing can help. It provides prompts for front desk staff to collect any uncollected copays, coinsurance or deductibles upfront and applies them to the proper date of service to ensure proper patient credit.

## **STAY UP TO DATE ON MIPS**

Based on the proposed rule, there are likely extensive changes to MIPS, Merit-Based Incentive Payment System (MIPS), coming in 2019—more than perhaps most may have anticipated. Take the time to get the facts about MIPS and to understand if participation is right for your practice. For the latest on MIPS contact [info@TowerPS.com](mailto:info@TowerPS.com).

## **USE METRICS AND BUSINESS INTELLIGENCE TO GUIDE PERFORMANCE.**

With the major changes happening in healthcare, data should be your best friend. Having a fully integrated system also means having a wealth of information at your disposal, but it is only useful if you can understand and correctly employ this data to improve and grow your practice. Setting benchmarks against the industry standard on a weekly and monthly basis will foster improved performances and create lessons that can be used to coach staff and optimize processes.

## **BOND WITH PATIENTS**

No matter the specialty, all doctors want to have a rapport with their patients. The start of a new year seems like the perfect time to develop that very meaningful relationship. As a doctor, you can act as both guide and cheerleader, helping patients stay on track as they exercise more or try to lower their blood pressure. It's for that very reason many doctors opt for similar health-centric resolutions; that way, patients have a model or signpost to follow in their own efforts. It may seem small, but this bonding experience can do wonders for your subsequent interactions with all of your patients.

## **IMPROVED COMMUNICATION**

Communication is one of the drivers of a successful business, and this is certainly the case with a medical practice. If your phones aren't constantly ringing, your staff can more easily speak to each other and patients in the office, which can minimize mistakes. Using a professional answering service can serve as a morale boost for your staff, but it also has a positive effect on patients. Patients will feel as if they are receiving more personalized attention, which is a key to better patient outcomes and patient satisfaction.

Stay on top of your practice's bottom line.... get a free practice assessment.

Please contact Tower Physicians Solutions at **630-243-5731** or email us at : [info@TowerPS.com](mailto:info@TowerPS.com) Learn more at: <http://www.towerps.com>

Contact Tower today for more information.