



**A US-based medical
billing company**
saved exponential cost and
time with Electronic Medical
Records (EMR) system

COUNTRY
US

INDUSTRY
Healthcare



About Client



Business Requirement



Our Solution



Tools & Technologies



Business Outcome



About Client

A US-based medical billing company that provides medical doctors medical billing software as well as powerful computer support in the Healthcare industry.



Business Requirement

- An easy-to-use single system that could help keep track of appointments, schedules, insurance, lab results, and complete billing details
- A system to provide efficient patient details management and document repository that will help practices to overcome the need for managing documents and thus help in paperless practice



Our Solution

- An Electronic Medical Records system designed with a vista look and feel for practicing physicians
- Easy to use and comprehensive solution that streamlines the complete practice workflow while automating all the vital processes within a practice
- The system that acts as a single point of communication between staff across various locations and practices, billing systems, laboratories, and the insurance company.
- All the information about a patient visit from arrival to checkout can be found by a staff member

The below-mentioned modules were designed to empower the EMR:

- **Appointment scheduler:** The scheduler provides an effective way for providers to manage schedules and track appointments across locations

- **Eligibility Verification:** Online verification and authorization of insurance eligibility can be performed instantly thus ensuring the credibility of the patient
- **Patient Demographics and Diagnosis chart:** EMR systematically stores patient records. It allows easy access to records, diagnosis, lab records, history, recall, and other patient details at a single click
- **Document Management:** The document manager allows the users to store all demographics, labs, billing-related documents in digital format and enables easy retrieval. EMR provides services for scanning paper records in electronic format. With instant access to information, these services eliminate the headaches of cumbersome methods of document storage



- **Copay & Billing System:**

- » The system allows the practice to manage all patient billing and accounting seamlessly and efficiently. It is fully integrated with the EMR, appointment system, and charge capture
- » This module captures charges at regular intervals as specified in the workflow. Complete integration with ledgers provides the necessary accounting information. Designed to ensure accuracy in billing and faster claims processing

- **Lab Order Integration:** Doctors can instantly request lab reports and view lab reports right from the Patient Details section thus minimizing coordination effort with the laboratory

- **Patient Recall:** A unique Patient Reminder system that connects with patients to remind them of upcoming appointments ensuring minimal appointment no-shows for the clinic



Tools & Technologies



Business Outcome



Easy to use and user-friendly system



Better information accessibility and reduced paperwork



Cost and time-effective





Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnets DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach. Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

 inquiry@cygnetsinfotech.com

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