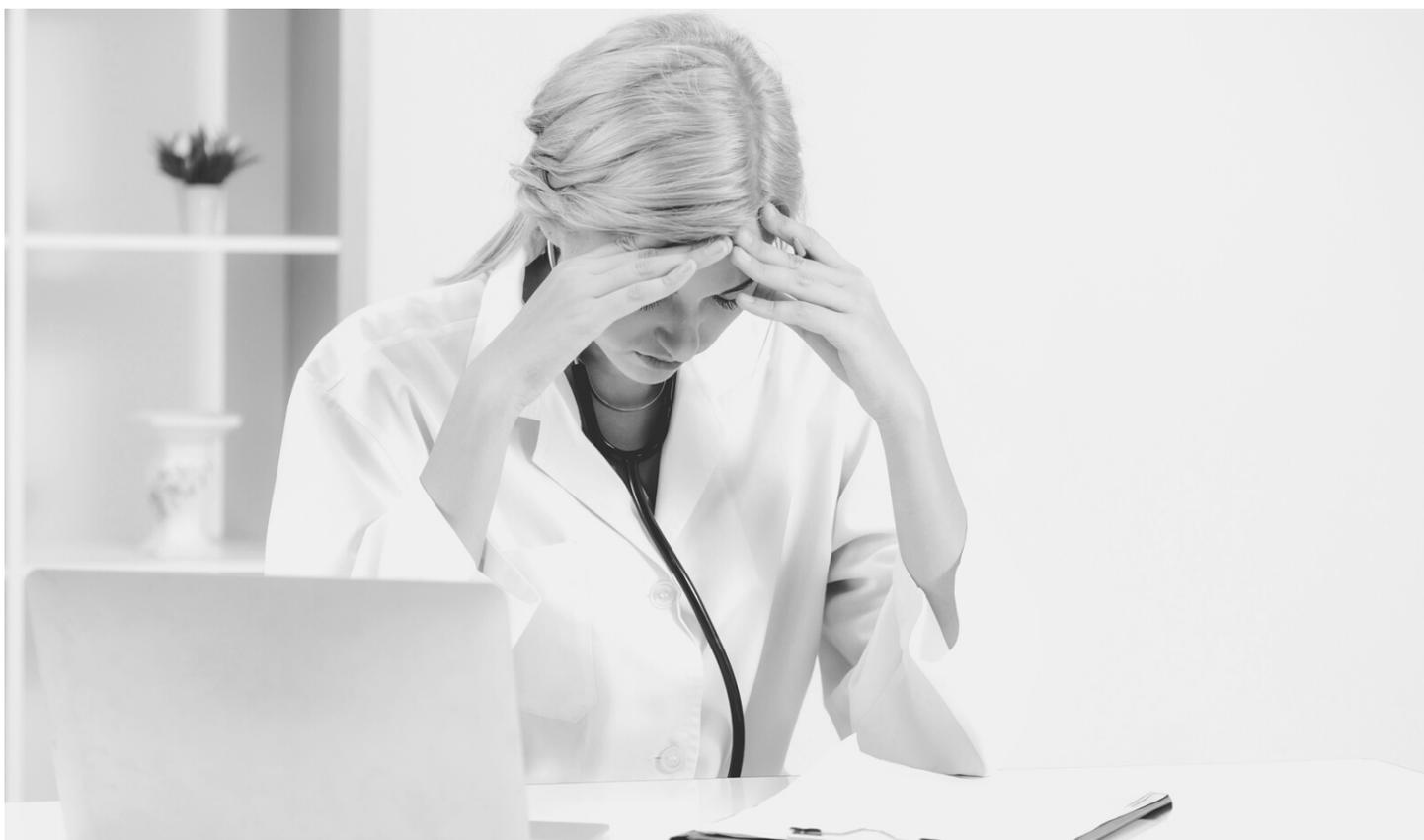


WHAT'S THE RETURN ON INVESTMENT OF MOBILE CHARGE CAPTURE?



Explore why this smart technology is a good investment



CHARGE CAPTURE NEEDS A NEW APPROACH

Each year, physicians and hospitals lose millions of dollars because of errors and inefficiencies in charge capture. It's a common problem involving many stakeholders and moving parts. Many attempts have been made to solve this challenge, with varying degrees of success. Technology has been the obvious answer, but it has to be the right technology that streamlines the process and fits into physician workflows.

Every clinician wants to make smart investments in technology that provide valuable, helpful solutions. The goal is to see a return. When physicians pay for a tool to improve charge capture, the expectation is for it to deliver value in several ways:

- Creates efficiencies, saving time
- Reduces errors that cause denials
- Accelerates the process to ensure quicker payments
- Eliminates missed charges

So, what is the right technology to provide this value? Mobile charge capture clearly leads the way. In this whitepaper, we'll be sharing data, information, and scenarios that distinctly demonstrate the ROI of mobile charge capture.

WHAT IS MOBILE CHARGE CAPTURE?

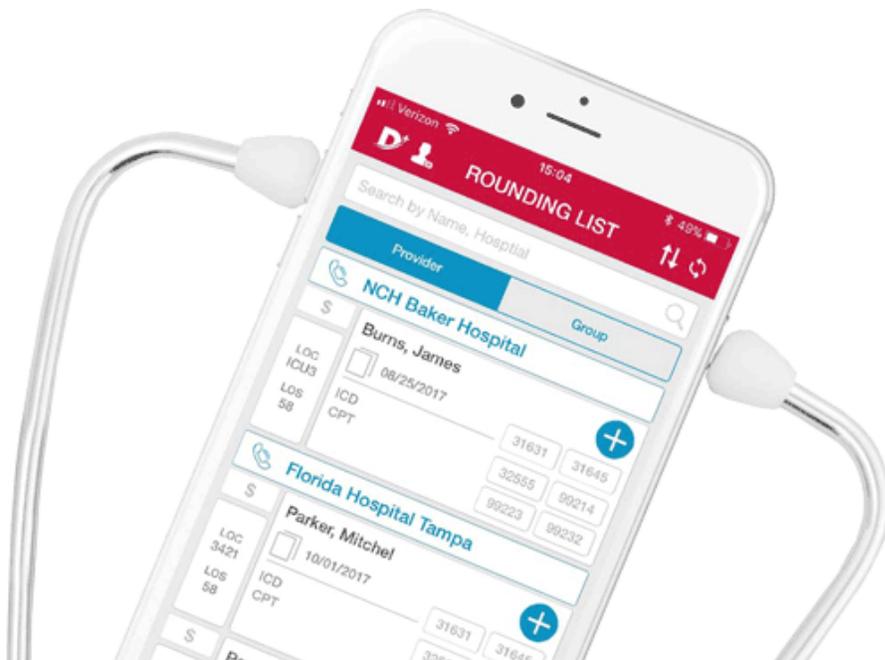
Mobile charge capture describes the use of an application on any device that physicians use to input charges based on patient visits. This technology is typically used by physicians to capture out-of-clinic charges during rounding.

Such an app offers an intuitive interface for users to enter charges “on the go” and in real-time. Such a tool replaces obsolete practices like paper sheets.

For established patients, physicians can enter details in seconds. A mobile charge capture also offers other features, including:

- Access to an accurate and up-to-date ICD/CPT database
- Sharing of patient summaries with on-call physicians
- The ability to securely communicate with billers

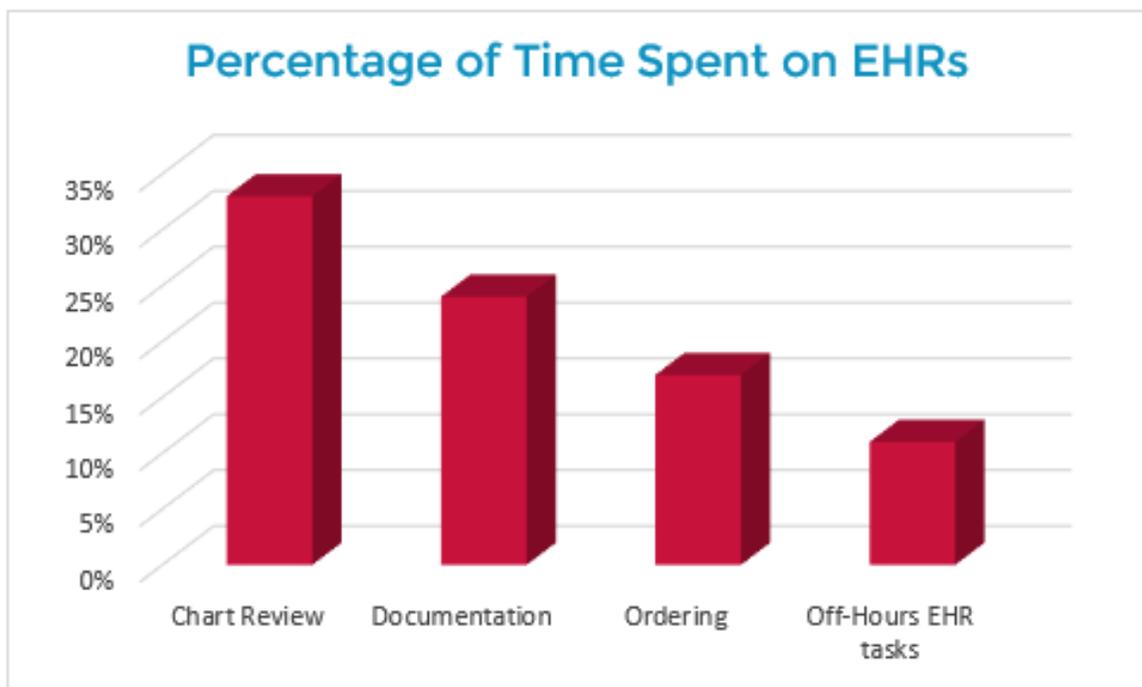
With a robust application, physicians have a turnkey tool that addresses the gaps in EHRs and paper processes. But why should physicians make the switch? Mobile charge capture has the capacity to improve workflows, boost practice revenue, and speed up the payment process. Those are benefits that any physician can appreciate.



CREATE EFFICIENCIES, SAVE VALUABLE TIME & MONEY

How much time do physicians spend on technology? While technology should streamline workflows, it shouldn't take time away from patient care. A study published in the [Annals of Internal Medicine](#) found that physicians spend nearly 50% of their time on EHRs and administrative tasks.

The study looked at over 100 million patient visits, finding that the average amount of time using EHRs was 16 minutes and 14 seconds while with the patient. Patient visits last approximately 30 minutes, so over half of the time, doctors focus on the screen not the patient. Further, doctors spend 11% of their time using EHRs during off-hours.



CREATE EFFICIENCIES, SAVE VALUABLE TIME & MONEY

What Conclusions Can Be Drawn from this Data?

The breakdown of time spent on technology (chart review, documentation, and ordering) has opportunities for improvement. The study found that physicians spend three minutes and 51 seconds per patient on documentation, which would likely include charges.

If a physician sees 12 patients on his or her rounds, that's nearly 48 minutes on documentation. This amount of time may be even greater for those using paper processes.

Time is of high value to every physician. They desire to spend less time on technology and more time caring for patients. There are only so many hours in the day, and the more time wasted in charge capture, the less time to treat.

Understanding that this is a prevalent concern, many physicians have transitioned to mobile charge capture. With an easy to use platform, physicians can expect to spend mere seconds entering charges. Having this time back can make a world of difference. It also could be a factor in preventing burnout, which is often aggravated by inefficient technology.

Eliminate Paper Charting Costs

Paper rounding forms are inefficient and error prone, but it's also costly. In an article from the [American Academy of Family Physicians \(AAFP\)](#) that looked at how technology was impacting a practice's bottom line, the total cost for one year was \$29,860. That price tag includes material costs, employee costs for nonproductive time, lost income, and storing paper records. That's a substantial amount of money that can quickly be eliminated with mobile charge capture.

\$29,860

COST OF ANNUAL PAPER CHARTING

REDUCE ERRORS THAT CAUSE CLAIM DENIALS

Claim denials represent about 10% of all claims, totaling \$262 billion. Of that 10%, approximately 90% are preventable, according to an [Advisory Board study](#). Medical claim denial is a complex problem, but every practice needs a strategy to reduce errors. Technology has an answer.

Claim denials have multiple root causes, and because data is not readily available from private and public payers, it's hard to nail down why errors occur. Compounding the issues is that every payer has its own denial standards.

The consensus is claim denials happen due to:

- Missing information (lack of or incorrect patient data or technical errors)
- Duplication
- Service previously adjudicated
- Services not covered
- Time limit has elapsed

Most of these errors could be prevented with mobile charge capture. These applications provide correct patient information, accurate codes, and help manage coding, so you don't duplicate them or file them late. Consider how many errors are made from transcribing paper rounds that may be illegible or incomplete.

Further, mobile charge capture platforms are now leveraging AI to reduce claim denials and increase revenue. You easily see immediate ROI from better management of claims and fewer denials.

90%

of medical claim denial is preventable

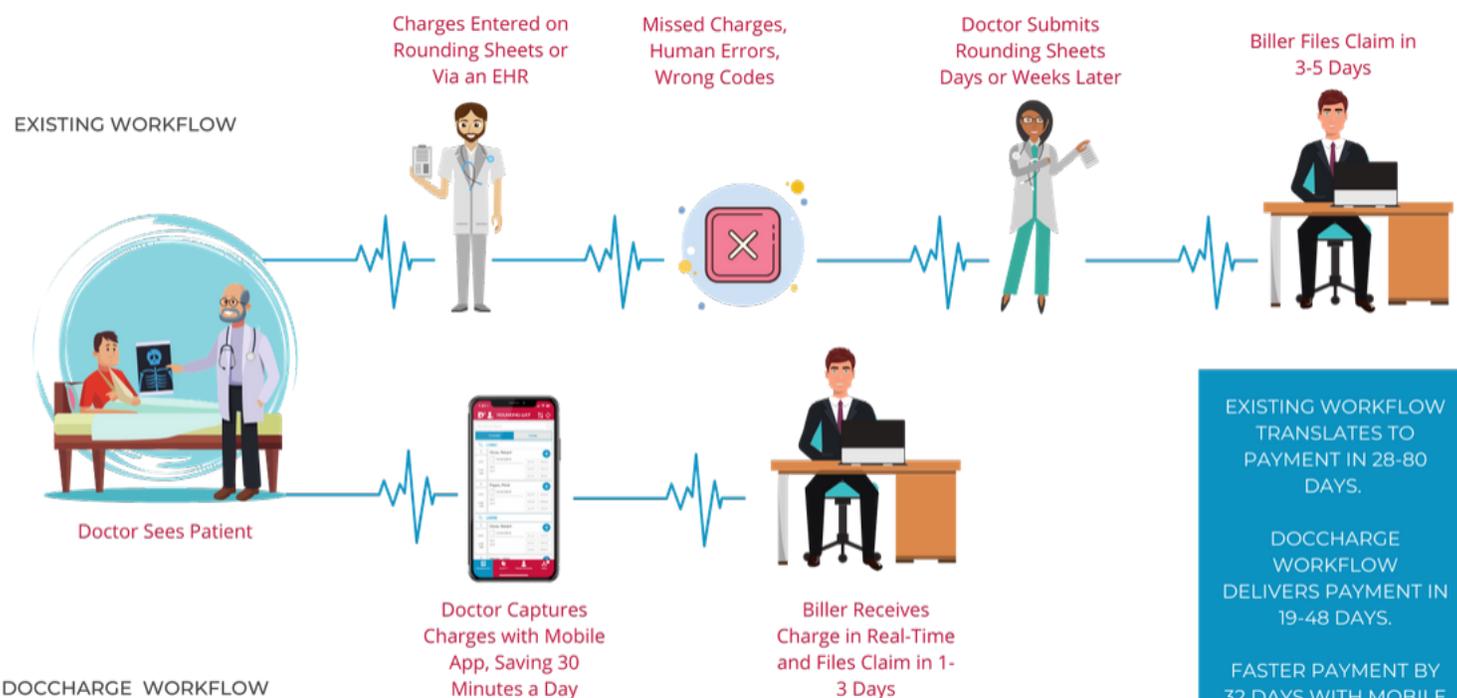
MOBILE CHARGE CAPTURE DELIVERS FASTER PAYMENTS

On average, medical claims are paid within a span of 28 to 80 days. On the higher end of 80 days, that's nearly three months after rendering services. When charge capture is inefficient, it's hard for practices to keep cash flow consistent.

It starts with evolving how you capture charges. Your existing workflow has a lot of lags and bottlenecks. First, it may take days for codes to be delivered to billers because rounding sheets are lost or forgotten. Second, even if entering charges into an EHR, there can be delays and issues. Because charges aren't immediately entered, you're losing up to an entire week from service to bill filed.

The mobile charge capture workflow removes inefficiencies. Doctors bill immediately after service, and that information is delivered directly to billers in real-time. Billers then submit claims within one to three days.

By restructuring your workflow, you can expect to receive payment 32 days faster. That's more revenue earned in less time, delivering exceptional ROI from your technology investment.



IMPROVED WORKFLOWS IMPROVE REVENUE CYCLE MANAGEMENT, HELPING PHYSICIANS GET PAID 32 DAYS FASTER

ELIMINATE MISSED CHARGES WITH REAL-TIME CAPTURE

Did you know that practices can lose as much as **\$61,000 annually** from missed or inaccurate charges? That's a staggering amount that deserves attention. Most practices, however, don't even realize these losses! It's all tied back to inefficient charge capture.

Physicians may enter charges on rounding sheets that get misplaced, or they may note the charges hours or days after the visit, having only sparse notes to identify charges. In every aspect of this workflow, there are opportunities to miss charges.

With a cloud-based mobile charge capture platform, missed charges are no longer a threat to practice revenue. It's simple and easy with charge capture in a single screen and the ability to use ScanML for data entry.

By leveraging technology that is not cumbersome, charge capture is no longer a blind spot. Physicians and their staff have access to a complete platform that delivers the key features needed to improve medical billing practices.

DEFINING THE ROI OF MOBILE CHARGE CAPTURE

When it comes to choosing a mobile charge capture app, understanding its true value is vital. While many platforms have similar features and functionality, physicians must question their design and capabilities.

DocCharge was designed by physicians for physicians. With this in-depth knowledge of physician workflows, DocCharge delivers on ROI.

Subjective ROI Benefits of Mobile Charge Capture

- Streamline workflows
- Enter charges in real-time, boosting productivity and helping eradicate missed charges
- Reduce errors and claim denials
- Shorten the payment cycle, positively impacting cash flow

Quantitative ROI Benefits of Mobile Charge Capture

Here's a breakdown of revenue losses per year that can occur with an optimized charge capture platform:

- Lost charges: approximately \$25,000 per physician (source: internal data)
- Undercoding: equivalent to \$36,000 for undercoding (AAFP) as well as up to 17.5% decrease in net operating revenue from undercoding (American Medical Group Association (AMGA) study)
- Time savings: physicians waste about 130 hours a year with paper rounding or cumbersome EHR portals, equating to a boost of \$39,000 (130 x \$300/hour)
- Additionally, you'll eliminate the costs associated with paper rounding, as noted earlier

DOCCHARGE DELIVERS AN ANNUAL ROI OF \$100,00 PER PHYSICIAN

\$100,00 PER
PHYSICIAN PER
YEAR



\$39,000 PER YEAR
IN TIME SAVINGS



\$25,000 PER YEAR
IN LOST CHARGES



\$36,000 PER
PHYSICIAN PER
YEAR LOST DUE
TO INACCURACY



CALCULATING YOUR ROI

These data-driven numbers could substantially impact your entire practice model. But how can you know what your true ROI is?

1. Here are the steps to determine your specific ROI:
2. Collect data on missed charges. If you don't track this in any way, then make a conservative estimate that you're missing at least 5% of your total charges annually.
3. Estimate your under-coding losses by using the 17.5% number.
4. Define your costs associated with paper rounding. If not using mobile charge capture, add in the loss of \$39,000 for lost time.

Compare this number to the average cost of subscribing to a mobile charge capture app. DocCharge monthly subscriptions start at \$29 per month per user. That's a small fee to recoup based on what you receive in return.



DocCharge is a mobile physician productivity platform designed by healthcare professionals to deliver physician productivity using the latest technology and communication platform. We've made the physician's daily rounding process more effective and efficient.

WHAT PHYSICIANS ARE SAYING ABOUT DOCCHARGE

"It's a great app for providers. Easily accessible via phone or laptop, and data entry is easier and less time-consuming."

"This app has transformed the way my practice operates by streamlining billing processes. It has allowed me to return to what I do best—focus on my patients."

Experience the difference and ROI of DocCharge today by [signing up for a free trial](#), or get in touch at contact@doccharge.com

