

ABT Medical's New D-Trak Product

Clinics and physician practices complete a maze of Disability Forms for their patients, including Family Medical Leave Act (FMLA), Short-Term Disability, and Long-Term Disability forms.

In response to a request from one of our existing Provider-clients, we developed a tool that offers Providers a way to automate and bring organization to this time-consuming, yet important patient service.

We are pleased to introduce this new product to you here. D-Trak clients enjoy these benefits and more:

- ★ Automated workflow
- ★ Customizable Disability Form types and fee amounts
- ★ Easy tracking in the forms repository
- ★ Secure and convenient portal for patients to pay for and access completed forms online
- ★ Increased revenue from forms fees
- ★ Ability to monitor performance and revenue
- ★ Dedicated customer service, 24 hours per day, 7 days per week

Completing Disability Forms for Your Patients? *Five Things You Should Know*

Managing the Disability Forms completion process on behalf of patients is viewed as an obligatory service by most Healthcare Providers. However, many Providers do not charge patients a processing fee to offset the considerable time and expense involved in completing and submitting Disability paperwork on their patients' behalf.

Disability Forms Breakdown. For the typical Provider, approximately 40-50% of Disability Forms that need to be processed are Family Medical Leave Act (FMLA) forms; the remainder are primarily Short-Term and Long-Term Disability forms. Based on input from most of our Provider-clients, only about 25% of Disability Forms are received directly from the patient for processing, with the vast majority being sent to them from third parties.

Our Discoveries. Our recent findings contradict some commonly held Provider beliefs regarding patients' willing involvement in the Disability Forms process.

Here are five things Providers should know:

1. Patients find it highly inconvenient (and even a logistical nightmare) to drive to the doctor's office to pick up and/or pay for their completed Disability Form, especially if they are recovering from a procedure that affects their mobility. Caretaker family members of patients also report stress and inconvenience.
2. Approximately 60% of patients first present their Disability Forms to the Provider with a very short deadline for completion, which exerts extreme time pressure on physicians and their assistants.
3. Physicians often misplace Disability Forms, which exerts additional pressure on office staff who are faced with re-processing the forms within an even narrower timeframe.
4. Patients adapt to paying a reasonable fee to have their Disability Forms processed.
5. Over 60% of patients are quite willing to *go online* to pay for and access their completed Disability Forms. Providers' belief that patients are unwilling to go online was the most profound misconception that we discovered.

Patients who go online to pay for and access their Disability Forms report these benefits:

- Easier (do not have to leave home; do not have to hunt for that one scarce parking space at the clinic; do not have to drive 100+ miles)
- Greater control over the application process (can print it out or email it whenever and wherever I want)
- Faster (I can submit it the very same day the doctor's office tells me it is ready)

ABT's Rapid Growth in Outsourcing

ABT offers a refreshingly practical solution to Release of Information (ROI). The design of our ROI+ online platform enables Providers to enjoy *full freedom and flexibility* in processing requests for medical records.

Each Provider-client is set up with its own online account in ROI+. *The Provider then chooses how best to use this dedicated account: by having their own staff process requests or by having ABT staff process the requests, or a combination.* When we fulfill requests, we are providing "Outsourced" services.

The following client capabilities and freedoms form the cornerstones of our growth in the ROI Outsource industry:

- ◆ Full disclosure of billed & collected fees.
- ◆ Unparalleled request fulfillment timeframe of 1.2 days from receipt.
- ◆ Most feature-rich, informative "real-time" request processing dashboard in the industry, giving Providers "hands-on" account oversight and transparency.
- ◆ Instant fulfillment notification to Requestors (100% unique to ABT).
- ◆ Providers' freedom to use the ROI+ platform interactively with ABT to process requests at their discretion.
- ◆ Ongoing option for Providers to transition from Outsourcing to In-house to enjoy 100% of the revenue stream.

What is the biggest complaint we hear from Providers who are Outsourcing to other vendors? It is the number of calls they receive from requestors of medical records. We firmly believe that when a vendor agrees to process a Provider's requests, the vendor is also responsible for handling requestor phone calls.

Our clients are unwavering in their praise of our dedication and ability to eliminate 99% of their requestor phone calls. We are the only Outsource company that operates a **Requestor Support Center** on a 365-day by 24-hour basis.

Many of our Provider-clients and prospective clients often comment to us that their patient community is computer-challenged. In our experience, nothing has proven to be farther from the truth. Cell phones and tablets are essentially computers that enable every segment of the population to have easy, intuitive access to the internet, regardless of income level, age, or other demographics.

We would like to share two case references, taken from real instances in which patients paid for and accessed their Disability Forms from their mobile devices on our new D-Trak platform. (We provide a brief description of our D-Trak product itself on page 1.)



REAL PATIENT CASES:

CASE 1

Mr. B, who worked at a large shipyard, was the first to admit that he was "not computer-savvy." He also had very limited use of his left upper extremity. His FMLA forms had been completed and emailed to him in a timely manner; however, he said he never received them. While Mr. B was very pleasant, he was concerned because his HR Department needed the forms ASAP. Otherwise, he would have to use his vacation or sick time to cover his leave of absence. Since he lived approximately 30 minutes away, he was grateful to be able to get his forms right from his iPhone and email them to his employer himself. That way, he was 100% certain that his employer received the forms, instead of relying on someone else. He said it gave him a "sense of security" that "my paperwork was safe and I could just do it myself."

CASE 2

Mr. W had a total knee replacement and an estimated recovery time of anywhere from 12-16 weeks. However, his Supplemental Disability company sent his last round of forms directly to the orthopaedic clinic, and Mr. W was unaware that those forms had been received and processed. The form fee was \$75.00 each, and the clinic completed two forms for him. Needless to say, he was not initially happy at the idea of paying \$150.00, but once the Disability Specialist explained that these forms were needed to ensure his only means of income and that he would not have to leave his bed where he was being cared for, he was overjoyed! The patient literally asked, "Is there an extra charge for the online portal because, whatever it is, I'll pay!" He was grateful that he could pay online, view the forms, download a copy for himself, and email them, all before his home health physical therapist came over. Patients are gaining peace of mind. Can we really put a price tag on that?