



ABT Medical, Inc.

# DISABILITY FORMS SUCCESS STORY

Alabama Orthopaedic Clinic  
Mobile, AL



## ALABAMA ORTHOPAEDIC CLINIC [www.alortho.com](http://www.alortho.com)

For over 50 years, Alabama Orthopaedic Clinic (AOC) has sought to provide the best possible care, healing, and recovery to its patients. Its medical team includes 19 orthopaedic specialists—15 orthopaedic surgeons, a pain management specialist, a physical medicine and rehabilitation specialist, and a radiologist. AOC physicians are board certified in general orthopaedics, with specialists trained in surgery, spine, total joint replacement, sports medicine, foot and ankle, and hand.

Within its 78,000 sq. ft. Orthopaedic Center, AOC offers MRI, physical therapy, pharmacy, bracing, and outpatient surgery. AOC provides over 90,000 patient visits per year, always with a focus on serving its patients in a compassionate and understanding manner.

## CHALLENGE

Alabama Orthopaedic Clinic (AOC) was completing a large number of Disability Forms on behalf of their patients. Although important, this process impacted their resources, due to the staff time and effort required.

As is common amongst Orthopaedic practices, AOC would complete the Disability Forms and then file them in paper-based file folders. Patients were notified by phone that their forms were ready. AOC did not have an efficient way to create invoices for this service or to notify their patients.

As for the patients, they had no way to access their completed forms, except to come into the office or wait for the forms in the mail, and they had no option to pay quickly and conveniently online with a credit card. AOC sought a way to organize their Disability Forms process to benefit both their physicians and their patient community.



## SOLUTION

ABT's D-Trak product originated from one of our Orthopaedic clients, who approached us to streamline the Disability Forms workflow. The solution involved a method for keeping track of the forms, automatically creating invoices, managing payments easily, and enabling patients to access their completed forms via a secure web portal.

Now, D-Trak administrators can provide reports to their physicians regarding the types of Disability Forms they are processing and the amount of compensation to which they are entitled for performing this income-critical service for their patients.

Patients enjoy the convenience of paying for and accessing their Disability Forms anytime, anywhere—whether or not the Provider is open for business. At the same time, the Provider reclaims a vital piece of real estate - *parking lot spaces* - for those patients who need medical care.

## OUTCOME

**More Organization, Less Time and Effort.** Disability Forms are now logged, completed, and uploaded into AOC's D-Trak repository. An invoice is created automatically, and the completion notification and invoice are emailed or texted to the patient with instructions on how to securely access and pay for the completed form. Paper files are a thing of the past, and patients enjoy secure and instant online access to their Disability Forms 24 x 7.

**Significant Revenue.** ABT Medical's ROI+ and D-Trak platform solutions are now established at AOC as significant, reliable sources of net new ancillary revenue.

