



**Oakridge**  
Infotech



**A SUCCESSFUL PRACTICE IS MORE THAN BILLING.  
YOU CARE ABOUT PATIENTS.  
WE'LL CARE ABOUT EVERYTHING ELSE.**

## MEDICAL BILLING CASE STUDY ON PATIENT DEMOGRAPHICS

Our customer is a well-known medical billing organization that wanted to outsource charge entry and patient demographics. The task was to manage patients' charge entry and demographic functions. Being new to outsourcing, our customer was concerned about the quality of our services.

### CHALLENGES

To ensure a smooth transition to offshoring, with the least amount of disruption

- 👍 To bring down the error rate from 4% to 2%
- 👍 To maintain productivity levels after outsourcing
- 👍 To train our team to be on par with the existing medical billing team
- 👍 To train our team on using software and methodology used by the customer

### ACTIONS

- 👍 The team at Oakridge replicated the customer's onshore process to ensure a seamless transition to offshore operations
- 👍 We provided the customer with a dedicated staffer to handle 7 to 8 patient demographics and charge entry files a month
- 👍 By the 2nd month, we were able to process more than 150 files with an error rate below 2%
- 👍 We also provided the customer with a QA team experienced in payment posting

## RESULTS

Our medical billing services are right up there with the best. In this healthcare outsourcing case study, we show how our Solutions improved the medical billing functions of a large US medical billing organization. Productivity went up by 30% and error rates went below 2%!

The customer was extremely satisfied with our work and decided to outsource their entire medical billing process to us, including insurance calling, charge entry, patient demographics, patient calling and payment posting

- 👍 The Oakridge team is now successfully handling all the medical billing operations for this customer
- 👍 We now have more than 50 full-time employees who work on this project
- 👍 We now process over a million files on a monthly basis, with an error rate of less than 2%





#### ABOUT OAKRIDGE INFOTECH

Oakridge InfoTech is a global leader in health care, technology and outsourcing solutions. As a proven partner focused on building tomorrow's enterprise, Oakridge InfoTech enables clients in North America to outperform the competition and stay ahead of the innovation curve. Our technology groups will create some variant business applications, solution architectures and manage their BPO and IT services as per their business needs.



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