

## Civica Medical Billing and Collection helps Dr. Dinos Missouriis grow his private practice whilst enabling him to focus on better patient care

By transforming medical billing, achieves increased income, improved cash flow and greater visibility

Dr Dinos Missouriis is a consultant cardiologist who works in private practice at the Spire Thames Valley Hospital, Circle, Princess Margaret Hospital, the Beaconsfield Clinic, and the Bridge Clinic, Maidenhead, Berkshire. Dr Missouriis has been in the private practice business for many years, and even though his practice was busy and growing he felt that the cashflow was not reflecting all the work he was doing. Upon investigation, he found that his medical secretary was overwhelmed with having to manage the medical billing alongside the increased number of patients and practice administration. With a thriving practice, he wanted to ensure that it was also in a good financial health and that he is able to provide exemplary patient care.

Dr Missouriis approached Civica Medical Billing and Collection knowing that he needed the support of experts to manage and streamline the payment collections and billing process for his business as well as offer the functionality his patients expect.

Choosing to partner with Civica Medical Billing and Collection means I am now confident that the credit management side of my practice is being managed professionally, says Dr Dinos Missouriis

### Key outcomes

- 1 Harnessing Civica's sector expertise to manage all aspects of medical billing
- 2 Strong partnership throughout the journey to achieve financial growth
- 3 Seamless transition and patient care continuity

### Personal Account Manager for effortless transition

The entire process was carried out in a structured manner to ensure a smooth transition. A dedicated account manager was placed to work closely with the medical secretary to understand the nuances of his practice and form a strong relationship. The account manager helped in effectively managing all the stages in the revenue cycle making the entire process easy and hassle-free for Dr Missouriis and his medical team. For any independent healthcare provider this is a massive support as it frees them to look after the clinical journey of patients and growing their practice.

"Civica Medical Billing and Collection (MBC) has been able to advise me on all aspects of the financial side of my practice to ensure I am now billing efficiently. It has also added a range of new capabilities such as being able to take payments by debit or credit card without maintaining my own system to achieve this. What I would pass on to other consultants from my experience is to not to let your practice outgrow your current arrangements or a growing practice hide the fact that your practice is not as financially healthy as it could be"

Dr Dinos Missouriis  
Consultant Cardiologist



2000+

Private consultants, clinics & hospitals

<0.5%

Average bad debt rate

+25%

Increase in net income

24/7

Online access to your data

## Reduced bad debts to <0.5%

Before partnering with Civica Medical Billing and Collection, the main problem that Dr Missouri experienced was that he was not seeing the benefit of the increased demand for his services in his cash flow. With aged debt running at 20% and some outstanding invoices dating back years this was far from ideal. As soon as Dr Missouri entered our 'intensive care' onboarding process, the priority was to focus on the backlog of outstanding debt that had built up. Our robust chasing procedures helped Dr Missouri to recover over 90% of his outstanding backlog of debt and significantly improve the cash on hand for the practice.

## Improved visibility of practice financial data

One of the biggest challenges that Dr Missouri was facing was the lack of access to accurate and up-to-date data about his practice finances. Through the support of Civica Medical Billing and Collection, he has achieved the transparency he needed in his practice.

## Meeting the demands of modern patient

Patients engaging with private healthcare have high expectations of both the service and treatment they receive. A specialist approach was needed to meet the evolving needs of patients as well as keeping his practice in good financial health. Civica Medical Billing made sure that all requirements were met suitable to the practice needs. A range of new capabilities were enabled such as simple and secure payment pathways that included the ability to take 24/7 card payments online and over the phone.

Learn more:  
[civica.com/central-government](https://civica.com/central-government)

Our comprehensive dashboard enabled him to view quick reports such as:

-  Billing and Payment analysis
-  Aged Debt reports
-  Patient activity data
-  Referral, location, payment company and fee analysis.

All reports and data was made available in different formats, example, csv or excel.

Dr Missouri is now able to get 24/7 access to his practice's data, including a dashboard that displays all the practice's key metrics on one screen in an easy to digest format. Additionally, the dashboard provides access to an array of reports at both a summary and granular level to allow him to make informed decisions about his practice.

## Taking pressure off your medical team

Dr Missouri's and his team are now purely able to focus on the clinical side of the practice and no longer have to carry out the billing or chase for reconciliation of invoices. It also resulted into increases in revenue through quicker response times to new inquiries and improvement in online review scores. Moreover, as his dedicated billing service provider, Dr Missouri's, has the comfort of knowing that his medical billing and payment collection is supported throughout the year and not disrupted by secretarial absence from sickness or holiday.

Our robust chasing procedures helped Dr Missouri to recover over 90% of his outstanding backlog of debt, significantly improving his cashflow.

