

Seamless Switch to Epic

+28% Improved Recovery During EHR Conversion

THE CHALLENGE

Converting to a New HIS System with Tied-Up Resources

No hospital should have to defer improvements to its technological infrastructure for lack of available staff to man the transition. Hospitals must continue to serve their existing patients whose records are stored in the legacy Health Information Systems (HIS), even while fresh accounts are loaded into the new system.

THE SOLUTION

Outsource Legacy Inventory

PFS Group's experienced staff worked closely with Methodist's IT team to build a compatible interface for Methodist's outmoded McKesson HIS. Additionally, the custom interface allowed for adjustments to be made as needed at any point in the project lifecycle. The PFS Group Insurance team ultimately delivered 83% net recovery, exceeding the client's expected 55% net recovery rate by almost 30 points.

THE RESULTS

Surpassed Expectations

In addition to far exceeding expected results, PFS Group also provided ad-hoc reporting to present to Methodist's executive leadership.

"PFS Group was assigned legacy A/R with recovery goals, given data and work paths. Their success is well beyond our expectations. We have enjoyed the partnership, skill and drive that PFS Group has brought."

BENEFICIARY

Houston Methodist, a leading research health system, needed an outsourcing partner to maintain insurance revenue while they trained their staff on the Epic system.

