

CASE STUDY JWM NEUROLOGY RELEASE OF INFORMATION

Highlights

- Centralized the process
- Eliminated backlog
- Educated staff and improved communication



Introduction

Josephson, Wallack, Munshower (JWM) Neurology, located in Indiana, is a premier group of Neurologists and Sleep Medicine physicians. JWM's diverse offerings diagnose, treat and manage adult and pediatric patients who have all types of neurologic diseases and conditions. Their wide range of services, along with 11 facilities and 55 providers, bring in more than 400 medical records requests each month.

The Challenge

Under their previous ROI vendor, JWM was experiencing a 250-request backlog, headaches over a poorly executed remote solution, the vendor letting their Anderson office go, along with poor customer service to both JWM and patients. JWM longed for a solution that eliminated their backlog and improved relationships and customer service with both the ROI vendor and patients. JWM needed a company that could handle all of their sites remotely, without issues, and that could provide a progressive customized implementation. MediCopy was referred to JWM by Urology Associates of Indiana who gave MediCopy high praises. MediCopy needed to devise a plan that met all of JWM Neurology's needs, while also providing them with an easy implementation.

The Solution

MediCopy provided JWM a two-day turnaround on ROI requests, excellent customer service, a customized solution and implementation process, frequent check-ins to ensure success, and assured JWM that they and their patients would remain a top priority. MediCopy also transformed JWM's previously decentralized ROI system through thorough training of each facility to allow for a new, improved centralized workflow.

The Result

MediCopy worked with JWM to identify the best implementation process to successfully train all 11 facilities thoroughly, eliminate the outstanding backlog their previous vendor had left, and improve patient satisfaction. JWM reports they no longer receive complaint calls over ROI since MediCopy took over the process. When asked about MediCopy's services, Angie, Chief Operating Officer at JWM, reported they were **"easy, streamlined, and stress-free."** When asked if JWM would refer MediCopy to peers Angie replied, **"Yes, absolutely. Over the top customer service, excellent communication and proactive problem-solving!"**