



## Medical Forms Completion Services: When Time Really Matters

Productivity, staffing, and patient satisfaction are primary focus areas when measuring the performance of a physician office or group practice. Many organizations struggle with maintaining the workload of day-to-day office functions. One small yet time-consuming task in almost every practice is processing paperwork related to disability, FMLA, Worker's Compensation and various other medical forms. Time spent on these tedious tasks can take away from other administrative and clinical responsibilities.

Accuracy and timeliness in completing these forms is very important for legal and patient satisfaction reasons. While it may seem to be a mundane job, processing forms requires professional qualities such as sound judgement, knowledge of associated legal and liability issues, an understanding of the medical record, investigative skills and resourcefulness. Assigning this role to a person with many other responsibilities is risky.

### HealthPort's Medical Forms Completion Services

We offer services designed to improve productivity and lift the administrative burden and risk associated with processing medical forms. The following process outlines the steps for managing the completion of a disability form. Completion of other medical forms follows a similar process.

- Patient completes a Claimant Information Form and requests that the practice complete a Carrier-Specific Disability Form. The practice collects the form and a standard fee for processing and remits both to us.
- We log the request in our proprietary logging system for tracking purposes.
- Our trained staff accesses the record via your practice's electronic health record, or pulls a paper record.
- Our staff will access the practice's billing system to obtain diagnosis code and/or CPT codes that are required to complete the form.
- We complete the disability forms based on information in the medical record (i.e., physician dictations, reason for absence) and diagnosis codes.
- We send the completed disability form with the patient's last office visit information to the carrier. We will also furnish the patient with complete copies. We can process this task and have it ready for your physician's signature in 30-45 minutes per form (depending on the amount of dictation involved).

### Issues or risks physician or group practices experience when processing medical forms

- Lack of a standardized process to complete medical forms
- Administrative and clinical staff have other responsibilities that are deemed high priority
- Newer staff with less experience may be assigned this task causing training, liability, and customer service issues

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