

Case Study

A small practice needed a platform to support the practice's immense growth when their previous RCM company could not.

Challenge:

KC Tan was experiencing exponential growth that their previous RCM group couldn't manage. They needed a partner who could keep up with the demand and provide the technology and workflow processes that would allow them to expand.

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About KC TAN M.D Medical Corporation:

The California-based practice quickly developed from a small, 3-person group to a 30-person group in a matter of few months. KC Tan is a full subspecialty practice whose physicians offer services in the areas of interventional radiology, neuroradiology, musculoskeletal radiology, and more. The practice grew ten times from what it was at the start of 2020.

Partner and founder Kok Chye (K.C.) Tan, MD, said the practice opted for Collaborative Imaging's services after reviewing proposals from many national RCM service providers. "Like all physicians and physician groups, we face challenges and need assistance to make our practice financially sustainable and thrive" Tan stated.

"Ci's depth of expertise of RCM and practice management stood out amongst the proposals and proved their understanding of the end-to-end workflow solutions we sought. We also needed a technologically-advanced partner who could align with our growth and offer the in-house feel while being an outsourced service."

Solution: CI implemented Ai-based technology, improved back-office functions, and provided KC Tan with expertise in recruiting and contracting in order to assist their growing business.

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CI immediately implemented proprietary end-to-end radiology solutions, including Radflow, CI’s unified worklist solution, which uses AI to order exams, create worklists with real-time reporting and alerting, allowing KC Tan to handle more by cutting back on the time needed to execute worklists.

Collaborative Imaging works with hospital systems, imaging centers, and practices all over the country and connects and creates partnerships often. Smaller practices hoping to grow face this obstacle, but CI’s executives have a wealth of knowledge and contacts to offer. KC Tan has experienced 1000% growth since partnering with Collaborative Imaging and recently partnered with a major California hospital, AHMC Seton Medical Center.

CI also helped KC Tan by placing employees in the best positions to execute the functions that the practice needed.

KC Tan’s billing processes are fully managed by CI using their end-to-end online patient portal, an easy-to-access, patient-friendly portal. CI files claims at all hours of the day, sending out bills, text reminders, and more. CI was also able to aid in back-office solutions regarding compliance, IT management, and human resources.

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Kok Chye (K.C.) Tan, MD
Founder

Key Results



Improved workflow technology



1000% increase in growth



Increased revenue



Increased productivity

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