

Footing the Bill

PTOS software provides effective billing solutions.

BY MATTHEW J. TAYLOR, PT, PHD, RYT

Change can be difficult, but it doesn't have to be. That principle was reinforced for me after selling my contract physical and occupational therapy service and moving to Scottsdale, Ariz. to start a new practice.

I didn't have any experience issuing bills or dealing with collections because all previous billing and contract negotiations were handled by the host hospital. In order to be successful in a highly competitive market and offer billing services to other clinicians, I needed a simple and efficient software program to maximize and secure collections.

My business model design required a system that was robust, user-friendly, affordable, and flexible enough to deal with multiclinic capability and post-sale service. PTOS was one of the few software systems that met my requirements, and company representatives worked to understand the structure and growth plans of my new clinics.

PTOS also understands competitors' products. In fact, PTOS representatives provided a list of comparative questions to help limit my search and clarify my market needs. Needless to say, PTOS had the answers to help me reach my goals.

When I opened the first clinic, my office manager/receptionist was responsible for billing and collections for four physical therapists, a Feldenkrais practitioner and a Tai Chi grand master. However, she didn't have experience in health insurance or billing. The PTOS manual and a 2-day training course were all it took to learn the program and keep collections running smoothly. After one year, 80 percent of our receivables were current.

The next year, I added PTOS support for electronic billing and networking capability. Again, PTOS took the time to understand my new needs and long-term goals before recommending upgrades. During the upgrade and transition, I never had to intervene to make sure the system was running efficiently.

Twenty months after opening our doors in Arizona, we have two networked clinics operating with a seamless billing and scheduling system that I can access from any Internet connection.

My mission is to provide a professional working environment to allow clinicians to build their own practices without the hassle of billing issues. The ease and simplicity of PTOS allows me to deliver on that promise.

Our clinics serve as a cooperative professional practice where therapists and movement specialists offer billable and cash services. Each clinician leases space based on a percentage of fees collected by my company. My "company" amounts to an office manager and two receptionists who perform billing for both clinics, and our PTOS Appointment Pro software system. In fewer than 2 years, we

have built a team of seven independent physical therapy providers and seven alternative movement specialists to provide personal care, without the rush for productivity demands.

The capabilities, reliability and service of PTOS allowed me to establish a full-time practice, finish my PhD and open a second clinic. The quality of care in any clinic reflects the efficiency and power of the underlying administration. PTOS delivers a product that helped make our practice's vision a reality. ■

PTOS billing and office management software enables Matthew J. Taylor, PT, PhD, RYT, to keep the practice running smoothly so he can focus on patients.

Courtesy/Matthew J. Taylor



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