

Customer Success Story

SPOTLIGHT

Urology San Antonio

Urology San Antonio has served the South Texas community with comprehensive urological care since 1996. We crossed paths in 2017 and have happily met their credentialing needs ever since.



Customer Since: 2017



Providers: 179 - MD, Pharm. D, RDA, CRNA, CMA, APRN, DME, DO, R.T., DDS, and more!



Locations: 8 Practices, 1 ASC, 11 Hospital Affiliations, 1 Pharmacy



Practice Type: Multi-speciality

The Backstory

The world is in the throes of a pandemic. Now more than ever, healthcare is moving fast, and change is inevitably moving even faster. With changing national guidelines, teams moving remote, and a sudden rush for telemedicine providers, there's a new normal for the industry.

We were curious to see how these changes have affected medical practices, so we sat down for a virtual chat with our partners at Urology San Antonio to learn how they've adjusted their operations during these unprecedented times.

On Making The Switch

Before switching to Modio, Urology San Antonio had deployed a credentialing software that required users to scan documents and individually add review dates. It didn't take long for the manual labor to pile up, which just wouldn't do for any sort of medical practice. So what happened next? It only took one product demo of Modio OneView® to find a ready-made solution that seemed to be tailored to them. Alan Winkler, Executive Director of Urology San Antonio, was especially sold on the direct integrations with state and federal agencies; he immediately saw that OneView's® primary source verifications would save their credentialing team hours of work.

According to Alan, Modio's implementation team was extremely accommodating, which allowed Urology San Antonio to get up and running without a hitch. "The transition to Modio was also incredibly easy," he said.

Keeping up with Credentialing during Covid-19

Switching to Modio has ensured Urology San Antonio can run their medical practice seamlessly. Instead of worrying about expiring credentials, they're able to focus on providing continuous patient care. Many of Modio's core features, like tracking expirables and the ability to send pre-populated forms for e-signature, have been benchmarks for their practice during these COVID-19 times.

Alan also expanded on the importance of vigilance. "Just because there's a crisis doesn't mean you need to divert attention," he told us. "Security is still important, even in the midst of a crisis."






10/10

The score Urology San Antonio gave Modio for overall satisfaction.

3

Reasons Urology San Antonio loves Modio:

- 01.  Direct Integrations with State & Federal Agencies
- 02.  Automatic Prefilled Forms
- 03.  Ease of Use of Platform

Adaption & Anticipation During Covid-19

Even for an established practice like Urology San Antonio, COVID-19 brought about uncertainties. Across the country, medical offices have struggled to adapt to closed offices, cancelled procedures, and increased patient safety protocols. Lucky for Urology San Antonio, they've been able to mitigate the impact of the virus on their practices through the following measures:

- 1 Even before COVID-19, their team had already begun implementing telehealth options in their practice. The onset of the pandemic fast-tracked their adoption of telehealth, and with insurance companies expanding coverage to include telehealth, it was an excellent choice.
- 2 Just in time, Urology San Antonio also conducted their annual security risk assessment. Assessments like these are critical for practices pursuing telehealth care, particularly regarding concerns about PHI being transmitted over calls and electronic platforms.
- 3 Finally, they were proactive in ensuring their pharmacy held double accreditation, which gives their patients reassurance in choosing a trusted source, while also opening doors to more pharmaceutical networks.

Advice for other medical practices on preparing for emergencies

Having a credentialing platform like Modio not only simplified workflow processes but it's also helped them anticipate and control the volume of future tasks. The ease of use of the platform, along with features like pre-populated forms and a built-in alert system, enables credentialers to re-credential their providers on time and onboard new employees virtually and painlessly.




"The more we use Modio, the more we like it. It has simplified our lives tremendously. In the midst of the COVID-19 crisis chaos, it's nice to have a solid credentialing platform on which we can depend. Thanks for all that you do to simplify our lives."

Alan D. Winkler
Executive Director at USA

See how Modio can help your team!

CONTACT US

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