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## A PROFESSIONAL PHYSICIAN'S PRACTICE MANAGEMENT SYSTEM

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### **Most Commonly made mistakes in running an Efficient Medical Practice**

- 1.) No cross training! Multiple people should know how to use all aspects of Quick-MD in case of employee turn over. It is not wise that only one person be trained in the use of a certain function of the system.
- 2.) Office Manager not knowing how to use Quick-MD! The office manager should be proficient in the use of all features of Quick-MD in order to train new hires. Remember that re-training new people is not covered in your Support and Update Contract!
- 3.) Not understanding the concepts of Quick-MD! It is not acceptable to simply work the system by memorizing steps. If you miss a step, then you don't understand what went wrong and how to fix it. It is important to understand why and how Quick-MD performs a particular function.
- 4.) Not Entering Charges timely! Claims cannot be billed until they are entered into your system! Directly affects your cash flow negatively!
- 5.) Not billing timely! Run your "Claims Not Billed" report regularly and do your billing accordingly. Not to do so negatively affects your cash flow!
- 6.) Not Checking reports! Checking reports for denials, then immediately fixing the problem, might be the single biggest problem in the industry today! This Industry is at an all time high for volatility, meaning changes are happening on almost a daily basis. The NPI numbers are causing a tremendous amount of "confusion" in the industry, and it is very important to watch your reporting closely. A lot of these new edits are being implemented without any prior notification to the vendors. If your batches are rejecting, and you are not watching your reports from the clearinghouses and/or direct payers, your cash flow will be seriously affected! We can't watch them for you!
- 7.) Not Working Denials! More money is lost in offices for this reason more than any other. When a claim is denied you MUST immediately figure out why, fix the claim and re-bill it! If these denials are not caught while reviewing your reports, then they are caught will posting the payments from the EOB. Ageing reports will reflect the claims that have not been paid. Not to work denials will result in lost revenue due to timely filing issues and will adversely affect your Cash Flow!
- 8.) Not Posting payments to the claims being paid! If you don't post the payment to the claim being paid, that claim will continue to age, and through time, your Ageing Reports will become unusable! It is important to maintain proper reporting so that you may work your "real" claims that have not been paid.

- 9.) Not writing off small balances and non-collectable claims! These claims will continue to age and “cloud” your Ageing Reports. Through time making your Ageing Reports un-useable!
- 10.) Not putting the secondary billing notes in place when posting primary payments and reassigning the claim to the secondary payer! This allows these claims to show up on the “Insurance Claims Not Billed” report, as well as keeps you from using the batch-billing feature for secondary insurances. When reassigning a claim to secondary, if it is an automatic cross over, then always put the secondary billing note in place.
- 11.) Thinking Quick-MD and the Clearinghouse are one and the same! We are not your clearinghouse. We don’t have access to anything the clearinghouse has of yours. We offer three choices in clearinghouses and you are free to choose whichever one you wish to use. If you are using one of the free ones, then you are probably getting what you pay for. The folks that are paying for their clearinghouse are receiving much better service, features, and reporting. Please call the clearinghouse about why a claim is being rejected, making good notes as to the reason why, before calling our office.
- 12.) Microsoft Word Home edition will not work with Quick-MD’s Electronic Medical Records. It needs to be Word 1997 or later Professional Edition.
- 13.) Hardware and Networking Issues- Computers are machines, and sooner or later they will fail. A professional Network Administrator is very important. Keep in mind your network is running Quick-MD, and if your network is experiencing problems, then Quick-MD will not run properly. If you are getting Index Errors or ISAM error messages, some piece of your hardware is failing. If the error message constantly shows up on one machine first, then it is probably that machine having the problem. Take it off line to see if the problem goes away.
- 14.) Not making daily backups! Making daily backups of your data should be HIGH on your list-a good back up is irreplaceable should you need it! If your hard drive fails on your server then the only way to restore the data is off of your backup. If you don’t have a back up then you are basically OUT OF BUSINESS! And your hard drive will fail sooner or later!