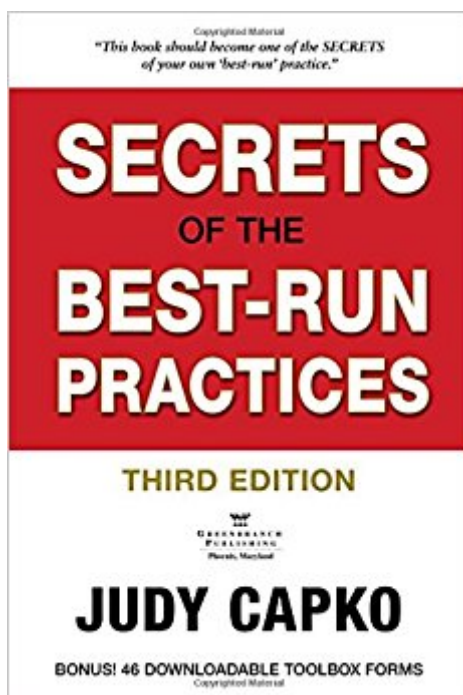


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# Secrets Of The Best-Run Practices, 3rd Edition



## Synopsis

Healthcare practices. Uncertain times. Practices are under pressure to accomplish more with fewer resources, while facing new regulatory demands and other changes that compete with the responsibilities of running a practice. How do the most successful medical practices excel in this constantly changing practice environment? The wait is over. The much-anticipated 3rd edition of *Secrets of the Best-Run Practices* shares practical solutions for medical practices seeking to simplify business processes, maximize efficiency, and improve profitability, all while putting patients first. Fully updated, *Secrets of the Best-Run Practices* delivers timely solutions for the critical challenges that medical practices face every day from front desk service, to workflow efficiency, to effective billing and collections, to understanding the critical steps required to adapt to a new business model. As in previous editions, author Judy Capko uses case studies from practices large and small to illustrate real-world practice management problems and their solutions. Imagine: A practice where mastering the appointment schedule reduced no-shows by 70% and decreased overtime payroll cost by \$60,000 per year. A practice that doubled time-of-service collections within 30-days once staff members once staff learned new collection techniques. A simple formula for determining the hassle factor in dealing with 3rd party payers. An amazingly productive physician generated \$600,000 more in revenue than the national benchmark for his specialty. A practice's team approach to get exceptional results from their billing service. By reading *Secrets of the Best-Run Practices* you will learn how to: Improve time-of-service collections to increase practice profitability Use proven techniques for appointment scheduling, increasing patient satisfaction Discover outsourcing possibilities that improve practice performance Apply the key components of a practice Turnaround Plan to achieve a profitable footing Keep credit card numbers on file, and use virtual cc payments...and how to do it properly Conduct random chart audits, we have tips for you Discharge a non-compliant or difficult patient and protect the practice from liability Leverage your patient portal to smooth out workflow Improve your efforts to secure data with no-nonsense info on the new world of patient data security and HIPAA BONUS The NEW 3rd edition includes 46 downloadable toolbox forms (in Word and in PDF) designed to help you manage your busy practice. These forms can be customized for any practice and cover workflow, business analysis, and human resource management. Just as doctors need to stay up-to-date with the best practices in patient care, their practices need to keep up with the real-life solutions that can keep their practices healthy. The all-new 3rd edition of *SECRETS OF THE BEST-RUN PRACTICES* is a cost-effective investment in practice success.

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## Customer Reviews

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Judy Capko is founder of Capko & Morgan and a nationally recognized management consultant with over 30-years of experience working with medical practices. She is a sought-after speaker and author of the popular books *Secrets of the Best-Run Practices*, 3rd Edition, *The Patient-Centered Payoff*, and *Take Back Time: Bringing Time Management to Medicine*, all in print and in eBook from Greenbranch Publishing. She has been interviewed by and published in over 50 prestigious national medical journals, including such publications as *Physicians Practice*, *Urology Times*, *Dermatology Times*, and *Repertoire*. She has been a frequent presenter at the healthcare management conferences of organizations such as MGMA, AOA, and Pri-Med. Judy also serves on the Advisory Board for *The Journal of Medical Practice Management* by Greenbranch Publishing. At Capko & Morgan, Judy works with practices of all sizes to help them solve management problems and run their businesses more effectively. Judy and her Capko and Morgan partners, Joe Capko and Laurie Morgan, also build on their consulting experiences to provide content and market research services to healthcare organizations looking to gain insight into medical practice management.

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