

GREATER OHIO EYE SURGEONS (GOES)

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- Chris Saunders, Business Manager



PRACTICE PROFILE

Greater Ohio Eye Surgeons (GOES) has a 25-year history of serving the medical and surgical eye care needs of the Miami Valley community. The practice offers state-of-the-art ophthalmic care for their patients with fully-staffed and equipped offices in Springfield, Urbana, London, and Beavercreek. Their team of physicians—Dr. Scott Storck, Dr. Gary Lau, and Dr. Larry Fish—is known for compassion, excellent surgical skills, and comprehensive ophthalmic knowledge.

Managing the office side of the practice is GOES Business Manager Chris Saunders. After becoming fed up with the outdated hardware and repetitive data entry that came with their previous payments vendor, Saunders knew it was time to find a more efficient and modern payments solution for the providers and staff of GOES.

"Nextech Payments was an obvious choice for us," said Saunders. "With our previous payments solution, there was just nothing special about it. The old system was just a glorified credit card processor that offered us very little value in the form of efficiency or convenience."



Greater Ohio
EYE SURGEONS

The entire team at GOES was ready to hit the ground running with their new payments solution. It didn't take long for everyone at the practice to fall in love with Nextech Payments.



TRANSITION

Faster-Than-Expected Implementation

Like many converts to Nextech Payments, Saunders and everyone else at GOES were happily surprised by the simplicity of training, implementation and deployment. As Saunders explained, "The onboarding process was simple and seamless. Our training session took less than an hour and that was all it took for our team to be ready to start using Nextech Payments."

As soon as the training was finished, the entire team at GOES was ready to hit the ground running with their new payments solution. It didn't take long for everyone at the practice to fall in love with Nextech Payments.

"Our staff loves the user friendliness of Nextech Payments," Saunders explained. "They especially love the wireless terminal, which lets them take a payment without being tied to the spot."

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RESULT

Immediate Improvements & Time Savings

Shortly after going online with Nextech Payments, the providers and staff at GOES experienced immediate improvements in front office efficiency. As Saunders explained, "Nextech Payments lets us input payment information once, as opposed to multiple times with our previous credit card processor, which was very important for us. It has significantly improved efficiency because we no longer have to enter and reenter card information when processing payments."

In addition to better front office efficiency, GOES has also seen improvements on the back office side. Payments and accounting processes have been streamlined across the board, saving the practice precious work hours each week.

"Running reports, managing refunds and tracking down missing receipts/payments are all a breeze compared to our previous payments system," said Saunders. "We are saving 5-7 hours each week on payment processing and bookkeeping for both the front office and back office operations."



5-7 Hours Less



Time Spent on Payment Processing and Bookkeeping with Nextech Payments

AN EFFICIENT RECOMMENDATION

With their payments processes simplified and streamlined for efficiency, the future for GOES looks bright. When asked whether he would recommend Nextech Payments to other practices, Saunders had this to say: "I would recommend Nextech Payments to any specialty practice. We have been very happy with how user-friendly it is and the convenience factor it has provided for our staff."