

NORTH TEXAS PLASTIC SURGERY

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Linsey Grindle, V.P. of Business Operations and Human Resource Management



PRACTICE PROFILE

North Texas Plastic Surgery believes in a simple goal of providing exceptional, natural-looking results using the most advanced technology and innovative plastic surgery techniques currently available. Led by the surgical expertise of Harvard-trained, board-certified plastic surgeon Dr. Sacha Obaid, this multilocation practice is dedicated to providing patients with an unparalleled experience that is focused on safety, comfort and beauty.

Leading the business side of things at North Texas Plastic Surgery is Linsey Grindle, Vice President of Business Operations and Human Resource Management. Before coming to North Texas Plastic Surgery, Linsey had been a Nextech user at a previous practice. When it came time for them to choose a new EHR/PM system, she wasted no time in getting the practice switched over to Nextech. However, when it came to financials and payments processing, their old solution left a lot to be desired.



CHALLENGES

Outdated Equipment & Slow Processes

Like many practices, the staff at North Texas Plastic Surgery were overwhelmed by obsolete, bulky and restrictive hardware that did not offer the mobility and functionality necessary for efficient payment processing. This made it difficult for payments to be taken anywhere but the front desk, often leading to broken patient engagement.

To make matters worse, their unintegrated payment solution had turned reporting and reconciliation of financials into an unnecessarily time-consuming burden. As Grindle explained, "It would take me hours to do our financials every day with our previous system because it was not integrated. This was compounded by the fact that we had people working remotely as well as in multiple locations. I would have to pull reports from Nextech, then go to our payment provider's website, figure out what was done remotely per person and per location, and then I would have to go into the card terminal to pull the totals for the day. It just took so much work. I was spending 20-30 minutes just to reconcile one day."



When she learned about the fully-integrated and user-friendly nature of Nextech Payments, Linsey Grindle knew the choice was simple.



"With so many different locations and multiple providers, we needed a system that was all inclusive and user friendly," said Grindle. "Which meant Nextech Payments was an ideal choice."

TRANSITION Simple and Intuitive

"The transition to Nextech Payments only took us about a week," said Grindle, "and that was only because we had a situation where we had to process refunds for a doctor that was departing the practice, and those had to be done on our old payments system. Other than that, the whole implementation experience was easy and convenient. We haven't had any issues at all since we transitioned."

Even with the overlap during transition, the providers and staff at North Texas Plastic Surgery had no issues getting up and running. "Our front desk and staff were trained via a video call session, and it was very simple for everyone to understand," said Grindle. "The system is so intuitive that most things are just self-explanatory."

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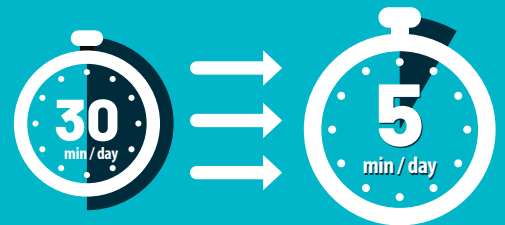
RESULT

Modern Hardware & Significant Time Savings

One of the most immediate improvements experienced by North Texas Plastic Surgery has to do with the modern hardware that came with their Nextech Payments system. With wireless terminals and tap-to-pay options, they finally had the freedom and mobility they needed to collect payments from anywhere in the practice.

"At our practice locations, payments usually get collected by both the front desk and the surgery coordinator," explained Grindle. "It would be such a hassle for the surgery coordinator to have to leave the patient alone to go up to the front desk to process a payment at the old wired terminal we had. The hardware we received with Nextech Payments is wireless, so anyone in the office can grab one and go as needed."

Perhaps the greatest improvement at North Texas Plastic Surgery has been the time saved in financial reporting, which has improved the morale of front desk staff. As Grindle explains, "With Nextech Payments, all I have to do is hit a button, and everything I need for reconciliation is all in one convenient place. I did financials for the entire month in about 35 minutes, which is how long my previous system would take just to do a single day's reconciliation. And it only takes me 5 minutes to do a single day versus 30 minutes from my previous system. For me, this alone has been huge in time savings as we are no longer two weeks behind on reports."



Reduced time spent per day on financials with Nextech Payments

"Nextech Payments allows me to see what is happening with the financials in every single office at all of our locations," said Grindle. "I don't have to log into a different system because I am already logged into Nextech. I love the convenience of that."