

Best-in-Class Implementation: OP RCM Highlights New Efforts to Onboard Clients

When you partner with OP RCM, you experience our high-touch, easy implementation process. Our team of experts is with you every step of the way to ensure there are no disruptions to your operations.

As we move forward, we want to ensure we are providing a best-in-class onboarding experience for you. That's why the RCM Implementation Department is going through a developmental phase, aligning highly experienced individuals within the department to review current processes, identify gaps, and institute improvements.

With the assistance of Director of Implementations Meagann Wade and Systems Administrator Hopi Hathaway, we will begin utilizing Salesforce to streamline these workflow processes and create in-depth dashboards that track every stage of the process from contract signing to go-live and beyond.

In addition, we have added two new members to the RCM Implementations team to assist with this restructure. They are Melissa Mulsow, who comes to OP with 17 years of experience in RCM and implementations, and Lisa McCarthy, who brings more than 20 years of experience in healthcare administration and software implementation.

We believe this restructuring will give the pediatric practices who use our RCM services the best start at a wonderful partnership with our team. As we look forward to seeing the positive changes to come, we remind you that we are still committed to understanding your specific challenges and goals, and helping you achieve them. We want you to have financial growth and practice profitability without any headaches.