



CASE STUDY

Tallahassee Orthopedic Clinic Chooses Choice Recovery for its Compassion



ABOUT TOC

For more than 35 years, Tallahassee Orthopedic Clinic has provided the highest quality orthopedic and sports medicine care in North Florida and South Georgia. The medical team is comprised of 75 providers that include physicians, physical therapists, physicians' assistants, nurse practitioners, registered nurses and athletic trainers, complimented by an extensive support team of medical and technical assistants.

Tallahassee Orthopedic Clinic (TOC)'s comprehensive Orthopedic and Trauma Service, Sports Medicine Program, Orthotics and Prosthetics Division, MRI Department, Physical Therapy Center, and Outpatient Surgical Center are essential to fulfilling its mission to help patients live healthy lives through exceptional orthopedic service and compassionate care.

ABILITY TO COLLECT DEBT NOT THE ONLY CRITERIA

Many of its patients have survived serious—in some cases life-changing—accidents that require extensive, extended care. Quite often they are unable to return to work. They may, at the same time, be dealing with insurance companies that are slow, or even refusing, to pay for their care. The bills add up, and they may be overwhelmed by the challenges, both physical and financial, that they face. Turning delinquent accounts over to a collection agency is often the only course of action available to an organization like TOC. But it is a fine line to walk. The clinic wants to collect the debt, of course, but it also wants an assurance that its patients will be treated with understanding and compassion. TOC wanted an agency that would be sympathetic to what its patients were going through. Finding such an agency, however, was no easy task.



"In only a few months' time, we are already seeing significantly better returns than we did over several years with our former agency. More importantly, our patients have not voiced a single complaint. Rather, their consultants have worked hard to establish relationships with our patients, treating them with understanding and compassion for the challenges they are facing."

Kelby Tardi

Chief Financial Officer
Tallahassee Orthopedic
Center



TO THE RESCUE

TOC became increasingly unhappy with the way their former collections agency performed. Returns were low, and the agency seemed to be working ignoring more challenging accounts. Most disturbing, however, was the way the collectors were treating patients, with little understating of the challenges those patients were facing. As a result, TOC ultimately dropped that agency, and for two years tried to go it alone. But that proved unacceptable.

"We accumulated so much bad debt that we knew we had to find a solution," said Kelby Tardi, TOC's CFO. "We talked with other facilities similar to ours, and learned that they were facing the same challenges. We felt, frankly, that our options were limited, and that finding an alternative that would give us the quality of service we needed was going to be difficult, if not impossible."

But that was not the case. An office manager remembered talking with Choice Recovery, (now Wakefield) several years earlier, so Tardi contacted them and the rest is history.

CHOICE RECOVERY DELIVERS

TOC and Choice Recovery formed a partnership in January 2017. According to Tardi, "Already we have realized significant returns, better than we ever achieved with our previous agency. And we have not had any patient complaints. That's important. Their consultants treat our patients with understanding and respect, and that makes a huge difference to us."



Tardi went on to explain that, as the CFO, she is very pleased with the transparency in the quarterly reports that Choice Recovery provides. The reports make it easy to understand exactly what the agency is doing and the results it is achieving. The agency has also shown TOC ways to do a better job of gathering patient information, making it easier to recover debt.

ABOVE AND BEYOND THE TYPICAL AGENCY



Tardi is very pleased with the way Choice goes above and beyond to help both TOC and its patients. "We had one instance that underscored Choice Recovery's willingness to go the extra mile," she related. "There was a situation with an insurance company that was refusing to settle a claim. The consultant worked with the patient to get the insurance company to pay. We had never imagined that a collection agency would help us resolve an issue like that. It was very impressive."

Wakefield