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# Is Your Internal Medicine Practice Leaving Money on the Table?

# Table *of* Contents

**Introduction:** How the Right EHR Can Help .....03

**1. Streamline Operations with an All-in-One EHR** .....04

**2. Improve Coding & Billing Practices** .....04, 05

**3. Enhance Patient Engagement to Reduce No-Shows** .....05

**4. Expand Services & Optimize Reimbursements** .....06

**Your Revenue Maximization Plan** .....07

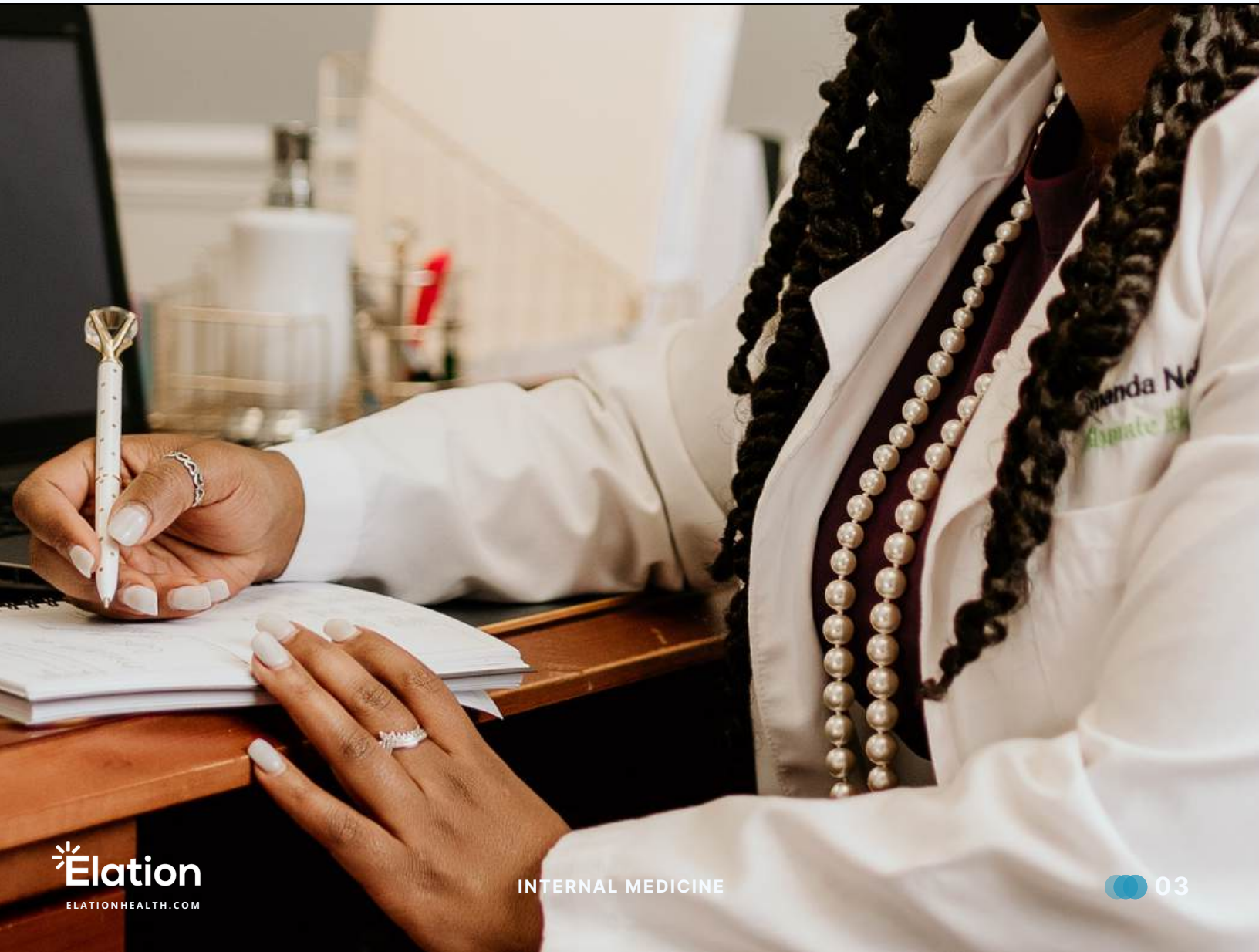
**About Elation** .....08

Introduction

# How the Right EHR Can Help

As an internal medicine clinician, you focus on diagnosing and managing complex adult health conditions over time. But is your practice also financially healthy? Many independent practices experience revenue leakage due to inefficient workflows, underutilized billing opportunities, and administrative burdens.

This workbook will guide you through key strategies to boost profitability while maintaining a patient-first approach. Use the explanations, checklists, and action steps to assess and improve your practice's revenue management.



# 1. Streamline Operations with an All-in-One EHR.

**Why It Matters:** Time spent navigating clunky or disjointed systems or handling excessive paperwork means less time for patient care—and lost revenue. A modern, intuitive EHR like Elation Health helps automate administrative tasks, reduce inefficiencies, and improve documentation accuracy, leading to faster reimbursements.

**See how Elation can help.**

## Self-Assessment: *Is Your EHR Holding You Back?*

- ☐ **Are you manually entering patient data multiple times into multiple systems?**
- ☐ **Does your EHR lack automation for scheduling, coding and billing, or claims management?**
- ☐ **Do you experience frequent documentation errors or claim denials?**
- ☐ **Are you spending too much time on administrative tasks instead of patient care?**

**Action Step:** List three inefficiencies in your current system and research how a modern EHR can address them.

# 2. Improve Coding & Billing Practices

**Why It Matters:** Time spent navigating clunky or disjointed systems or handling excessive paperwork means less time for patient care—and lost revenue. A modern, intuitive EHR like Elation Health helps automate administrative tasks, reduce inefficiencies, and improve documentation accuracy, leading to faster reimbursements.

**Learn how Elation's billing tools can help.**

## Checklist: *Find Your Billing Gaps*

- [ ] **Do you regularly review coding practices to ensure all billable services are captured?**
- [ ] **Are you using automated tools to minimize errors and claim denials?**
- [ ] **Does your practice conduct routine audits to identify underbilling?**
- [ ] **Are you leveraging technology to streamline insurance claims and reimbursements?**

Underbilling and claim denials can result in thousands of dollars in lost revenue. Automating billing processes ensures you maximize claims accuracy and reimbursements.

**Action Step:** Identify one engagement tool (e.g., SMS reminders, telehealth, or portal messaging) to implement or optimize within the next 30 days.

# 3. Enhance Patient Engagement to Reduce No-Shows

**Why It Matters:** Missed appointments mean lost revenue. Engaged patients are more likely to schedule preventive visits, improving both care outcomes and practice revenue. By offering automated reminders, patient portals, and telehealth options, you can reduce no-shows, maximize your staffs time and maintain a steady revenue stream.

**Explore patient engagement solutions.**

## Checklist: *How Effective Is Your Patient Engagement Strategy?*

- [ ] **Do you offer online self-scheduling for patient convenience?**
- [ ] **Are you sending automated reminders for upcoming appointments?**
- [ ] **Have you implemented a patient portal for better communication and engagement?**
- [ ] **Does your practice provide telehealth options to reduce missed visits?**

If you checked two or fewer, improving engagement strategies could help your practice boost retention and revenue.

**Action Step:** Identify one engagement tool (e.g., SMS reminders, telehealth, or portal messaging) to implement or optimize within the next 30 days.

# 4. Expand Services & Optimize Reimbursements

**Why It Matters:** Offering additional services such as chronic care management, wellness visits, and telehealth can unlock new revenue streams while improving patient outcomes. Many practices miss out on revenue by not billing for all eligible services.

Discover how Elation simplifies billing.

## Checklist: *Are You Capturing Every Opportunity?*

- ☐ **Are you billing for chronic care management and preventive wellness visits?**
- ☐ **Do you track and bill for all reimbursable services available to your practice?**
- ☐ **Have you optimized telehealth services to expand patient access?**
- ☐ **Do you review payer contracts to ensure maximum reimbursements?**

If you answered “no” to any of these, you might be missing key revenue opportunities.

**Action Step:** Identify one new service your practice can offer to patients and set a timeline for integratingfully implementing it across clinical, operational, and financial workflows.

**On the next page:** Your Revenue Maximization Plan

# Your **Revenue Maximization** Plan

Now that you've assessed key areas of your practice, create a simple action plan for boosting revenue:

## 1. Top 3 Areas for Improvement

- _____
- _____
- _____

## 2. First Steps to Take

- _____
- _____
- _____

## 3. Completion Deadline: _____

# About Elation

Elation Health is the technology platform for primary care success, designed to empower independent practices with intuitive EHR and billing solutions.

With Elation's all-in-one EHR + billing solutions, you can:

- **Save time** by eliminating inefficient workflows
- **Reduce errors** with automated claim scrubbing and real-time tracking
- **Speed up payments** with seamless insurance verification and patient billing

Switching to Elation is easy. Our transition process ensures minimal disruption, saving your practice time and money while enhancing efficiency.

🏆 **Award-Winning Innovation**

Elation was recently recognized in the 2025 Best in KLAS: Software and Services report as the top-ranked solution in:

- Small Practice Ambulatory EMR/PM (1-10 physicians)
- EMR-Centric Virtual Care Platforms – Recognized for the second time

**Join the thousands of independent primary care practices already benefiting from Elation.**

