



# MediQuick Urgent Care

Kareo Provides Tools to Grow

Urgent Care

Urgent care clinics are a growing industry in the United States. Currently, there are nearly 10,000 across the country. Theo Felts, MD had been working in an urgent care clinic in Kansas and saw the trend firsthand. He also saw an opportunity.

“I wanted to do my own thing,” Dr. Felts recalls. “I looked for a community that was large enough to support an independent urgent care and could benefit from that service. We saw a lot of patients from Louisburg who were driving 20-30 minutes for care. It seemed like there was need that I could fill.”

So, in February 2014 he opened MediQuick Urgent Care in Louisburg. The goal was to provide immediate care to patients seven days a week no appointment needed. The clinic offers extended hours and strives to get patients in and out quickly without the high expense of an emergency room visit. Three providers see an average of about 10 patients a day and that number is steadily growing.

## Challenge

Once Dr. Felts decided to open the MediQuick Urgent Care he knew he needed to figure out his billing system and EHR. He wanted a solution that would allow the clinic to quickly register patients and document visits and stay on top of the billing. In addition to working in the urgent care, he had been doing consulting for some time and had a biller he trusted for that business. He asked his biller what he would recommend for the new urgent care clinic.

Dr. Felts' biller immediately suggested Kareo. He was already using Kareo Billing for the consulting business and thought the Kareo Clinical would also be a good fit. Dr. Felts agreed and they chose Kareo for MediQuick.

## Solutions

Kareo has turned out to be an ideal system for the urgent care setting. “The check in process is faster than any other system I have used,” says Dr. Felts. “The EHR is also very fast and easy. We’re able to document the information we need for the visit and to ensure accurate billing very quickly.”

“The entire system is so much simpler and easier to use than other systems I have used in the past,” he adds. “It is very straightforward and you can see what you need to see without moving around through a lot of convoluted windows.”

## KAREO SOLUTION



Kareo Clinical



Kareo Billing



“I can take Kareo for granted. It works well for us, and it will work exactly the same way in another location as it does here. I don't have to worry or think about it.”

Kareo also offers the practice the flexibility that the staff need. Dr. Felts prefers to do his notes free text while one of his Nurse Practitioners prefers to use the system templates. They have been able to set favorites for medications and pharmacies to further simplify and speed up the visit. And Dr. Felts has his own process for labs that he likes. “I prefer to get a paper lab via fax and write notes on it then scan it in so the results and plan are together. I can do that with Kareo,” he says. If they decide to switch to fully electronic labs at some point, they can do that too.

Kareo has provided the clinic with the tools to streamline the insurance billing process and patient collections as well. “We submit our electronic superbills at the end of the visit and my biller submits them most days,” explains Dr. Felts. “We also use the integrated Stripe credit card processing in Kareo to collect copays at the time of service and post those directly to Kareo and print a receipt.” This has all been critical since 90% of the clinic’s patients have insurance. As a result, the average days in A/R is generally around 30 and they have less than 2% overall denials and less than 1% for electronic claims. “When we do have a denial it is usually because of some new practice or credentialing mix up,” Dr. Felts says. And those instances are fewer and farther between as the practice grows and gets established.

Things have worked out so well that Dr. Felts is looking at opening another location in a town with similar needs, “I feel like I have found a niche in this community, and I think that I have identified other communities with a similar need.” He believes he has just the right mix of low competition, high need, experience, and software and support.



**30 days**  
avg. A/R



**100%**  
co-pays at TOS



**<2%**  
denials

## Conclusion

Starting a new business is never easy, but according to Dr. Felts, “Kareo sure makes it easier.” And he adds, “I can take Kareo for granted. It works well for us, and it will work exactly the same way in another location as it does here. I don’t have to worry or think about it. I can focus on building my business and growing to serve more patients and not really think about my software.”