

# Austin-Based OBGYN Group Offloads FMLA Form Completion to Alleviate Administrative Burden and Increase Turnaround Times by 86%

## Overview

In June of 2018, a top-rated OBGYN group based in Austin, Texas began a partnership with HealthMark Group. As a multi-physician practice with advanced care options for women at all stages of life, the client serves patients across a full spectrum of care, from obstetrics and 3D mammography to in-office minimally invasive surgery.

As an OBGYN practice continually providing clinical FMLA forms to patients, the group tasked any available staff member to fulfill requests. With anywhere from 2,000 to 2,500 patients per week and an average of 10-15 forms to complete per day, the average turnaround time sat consistently at two weeks. Between the administrative burden and persistent delays, the group struggled to keep staff focused and patient paperwork turned over in an efficient manner.

## Approach

The client began the partnership with HealthMark Group by piloting one physician, and quickly shifted all practitioners upon experiencing success with the service. Through the partnership, the client has been able to relieve staff of all related duties, as HealthMark communicates directly with patients to confirm receipt of forms and handle any outstanding authorizations. With a team of credentialed specialists, forms are completed accurately in accordance to provider notes and with seamless integration into the client's EMR system, Athena.

Access to a dashboard within MedRelease, HealthMark's proprietary platform, provides transparency of activity and allows the client to stay updated on the status of form completion requests. The platform's secure infrastructure ensures that the process remains compliant and in adherence to federal and state regulations to safeguard PHI.

## Results



forms on average that are completed and delivered each week



days to turn around forms, down from an average of 14 before the partnership

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*It is safe to say that HealthMark saves our staff hours of work, with prompt response times and the correct completion of forms.”*

Clinical Manager

