



North Georgia Pediatric Therapies Digitizes Workflows and Reduces Costs with ETHERFAX

North Georgia Pediatric Therapies (NGPT) is a multidisciplinary pediatric therapy clinic offering Occupational, Physical, and Speech Therapy services to children and youth with a developmental delay, sports injury, orthopedic impairment, or neurological impairment. NGPT works with many commercial insurance carriers including Cigna, United Healthcare, and Aetna as well as Georgia Medicaid to provide services to patients and families at affordable costs.

Challenge

In order to provide patients with high-quality care, NGPT must be able to exchange patient data and insurance information fast and securely. Before NGPT's clinicians can provide services to a patient, a prescription must be faxed over from the patient's pediatrician. Then, the clinicians will evaluate the patient, develop a healthcare plan, and fax that plan over to the pediatrician. If the healthcare plan is approved, it must then be faxed to the patient's insurance provider for prior authorization. Once clinicians receive the prior authorization and start working with a patient, daily progress notes are faxed to the pediatrician.

Needless to say, fax is crucial for NGPT to ensure a seamless flow of care. Unfortunately, NGPT often experienced delays and failed faxes while using a fax service hampered by phone lines. Their antiquated fax service was not only inefficient, it was also expensive. With over a hundred faxes being transmitted every day, NGPT frequently exceeded

the fax service's 1,200 monthly page limit and was charged extra for each fax sent.

We rely on fax to receive the authorizations needed for payments.

If prior authorizations take too long, we can potentially lose patients.

DR. SHAE MINNICK, PT, DPT Owner, North Georgia Pediatric Therapies

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"When our faxes were not being sent, we had no other option than to mail our care plans to pediatricians and insurance providers," said Dr. Shae Minnick, PT, DPT, and Owner of North Georgia Pediatric Therapies.

Solution

After evaluating several solutions, NGPT selected ETHERFAX in April 2022. ETHERFAX was the ideal choice for NGPT as it enabled clinicians to easily share documents with other EMRs and receive unlimited pages via email at a low cost.



NGPT utilizes ETHERFAX's [integration with Lexmark](#) to securely send documents with ultra-fast transmission speeds and guaranteed delivery. While traditional fax transmissions such as VOIP are hampered by limitations associated with PSTN and telephony infrastructure at analog modem speeds, ETHERFAX offers a more effective approach to secure document delivery via fax. By leveraging the cloud and delivering all faxes via HTTPS, outdated fax boards, media gateways, the complex telephony stack, and busy signals are eliminated.

Results

Since ETHERFAX is a digital solution, faxing is now a paperless process. As clinicians no longer have to purchase paper and toner, more money can be put towards rehabilitation and physical therapy services for patients. Best of

all, prescriptions, healthcare plans, and prior authorizations are sent and received within seconds, enabling clinicians to evaluate and treat patients faster.

Switching to ETHERFAX has saved us more money than you can imagine. Now, we never miss a fax. ETHERFAX has streamlined and digitized processes so that we can focus our attention on developing our programs and improving children's quality of life.

DR. SHAE MINNICK, PT, DPT Owner, North Georgia Pediatric Therapies

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For more information, contact a sales team member at 877-384-9866 or SALES@ETHERFAX.NET >



Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX's patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX not only functions within a secure environment but has also earned prestigious cybersecurity certifications as a company. ETHERFAX's commercial document exchange solutions operate in an environment that complies with HIPAA and SOC 2® standards and is certified to meet HITRUST CSF® R2, PCI DSS 4.01 Level 1, and NIST v1.1 cybersecurity requirements. ETHERFAX's US government services have been validated to meet and exceed the FedRAMP High baseline requirements including Department of Defense (DoD) CC SRG Impact Level 5 (IL5) cybersecurity controls, operating within AWS' GovCloud High environment.