



CASE STUDY

ReDoc Increases Revenue per Visit by 10% Through Billing Safeguards and Real-Time Reporting.



Client Overview:



ORGANIZATION

Orthopedic Clinic
(Private practice with 40+ orthopedic surgeons and 7 rehab sites)



TEAM

45-50 full-time therapists (PT + OT)



SOURCE

Randall Alford,
Director of Rehab



ENTERPRISE EHR

Epic

The Challenge:

Baton Rouge Orthopedic Clinic needed to improve billing accuracy, streamline productivity reporting, and capture outcomes data that met payer and compliance requirements. But their previous systems—WebPT and Epic’s therapy module—couldn’t deliver the rehab-specific capabilities needed for a large orthopedic practice.

Key challenges included:

- **Manual reporting:** Productivity and performance data were tracked in spreadsheets, creating inefficiencies and delays.
- **Billing inconsistencies:** Under captured units and coding errors led to missed revenue opportunities.
- **Limited outcomes visibility:** Payers required more standardized outcomes data than the system could produce.

The Solution:

The clinic implemented ReDoc to improve billing accuracy and recover missed revenue opportunities across its seven rehab locations. Built-in billing safeguards automatically flagged incomplete or invalid CPT entries, helping therapists capture every billable unit. As a result, units billed per visit increased significantly—from fewer than 3 to 4 for PT and 2.5 to 3.5 for OT—a key driver of the clinic’s 10% growth in revenue per visit.

ReDoc’s real-time productivity and RVU reports replaced manual spreadsheets, giving leadership full visibility into staff performance and charge trends. Integrated outcomes tools helped therapists set clear visit expectations and demonstrate measurable progress, improving patient adherence. And with seamless Epic integration, the billing team reduced AR days and eliminated duplicate documentation, ensuring accurate, timely payments across the network.

Results That Drive Growth:

Increase in Units Billed per Visit

PT improved from

<3 → 4

OT improved from

2.5 → 3.5

Approximately 17K annual visits

10% growth in revenue
per visit year-over-year

Efficiency Gains

- **Billing Accuracy:** Safeguards stopped underbilling and improved revenue integrity.
- **Reporting Efficiency:** Referral and productivity reports generated directly from ReDoc — no more manual spreadsheets.
- **Epic Integration Impact:** Real-time charge capture shortens AR days and frees staff to focus on collections and denials management.

Voice of the Client:

“With ReDoc’s billing safeguards, our therapists stopped underbilling. It flags invalid CPTs and makes sure every treatment minute is captured. Our RVUs and revenue per visit have gone up significantly.”

“I used to build RVU reports manually from scratch. Now with ReDoc reporting, I just edit the output and share it with my physicians. It’s night and day”

“ReDoc gives our billing team the rehab-specific visibility Epic never could. The integration keeps data flowing seamlessly while cutting manual entry, shortening AR days, and improving our focus on denials and collections.”

“Our transition from WebPT to ReDoc was smooth. Our therapists adjusted quickly, and billing accuracy improved immediately.”

Business Impact:

By adopting ReDoc, Baton Rouge Orthopedic Clinic increased revenue per visit by 10%, driven by a measurable rise in billable units—from under 3 to 4 for PT and 2.5 to 3.5 for OT. Automated billing safeguards reduced coding errors and undercharges, while real-time productivity reporting improved visibility across all seven therapy locations.

With standardized patient outcomes tools and seamless Epic integration, the clinic also strengthened payer alignment and compliance readiness. ReDoc provided the rehab-specific framework the team needed to scale efficiently, optimize reimbursement, and sustain long-term financial growth.

See what ReDoc can do for your rehab department. Scan to book your complimentary 30-minute business assessment.

