



CASE STUDY

ReDoc Transforms Rehab Operations at Ozarks Healthcare —Adding \$1.85M in Annual Revenue.



Client Overview:



ORGANIZATION

Hospital-based outpatient rehabilitation department (2 locations, adult + pediatric services)



TEAM

68 total full-time therapists



SOURCE

Sarah James, Director of Rehabilitation Services



ENTERPRISE EHR

MEDITECH Expense

The Challenge:

Ozarks Healthcare needed to improve both financial and operational performance across its outpatient rehab program.

Despite strong clinical outcomes, the team faced several key challenges:

- A high 18% cancellation and no-show rate.
- Manual reporting in MEDITECH Expense that was time-consuming and error-prone.
- Limited visibility into units billed and productivity trends across sites.
- Pediatric therapists burdened with manual testing documentation that affected morale and efficiency.
- Leadership lacked data transparency to justify staffing increases and to track ROI.

The Solution:

Ozarks Healthcare implemented ReDoc in 2016 to bring therapy-specific visibility, efficiency, and reporting to its outpatient rehab departments—integrating seamlessly with the organization’s MEDITECH Expense system.

ReDoc’s reporting dashboards gave Sarah, the Director of Rehab instant access to accurate data by site and discipline—reducing manual reporting from over an hour a day to just minutes. Quarterly reviews and ongoing education helped therapists optimize visit patterns and unit capture responsibly, without compromising compliance.

With the Patient Engagement Suite and a strengthened attendance policy, chronic cancellations and no-shows dropped, keeping access open for patients on waitlists.

For pediatric therapists, ReDoc created custom testing templates that eliminated after-hours paperwork and boosted staff satisfaction.

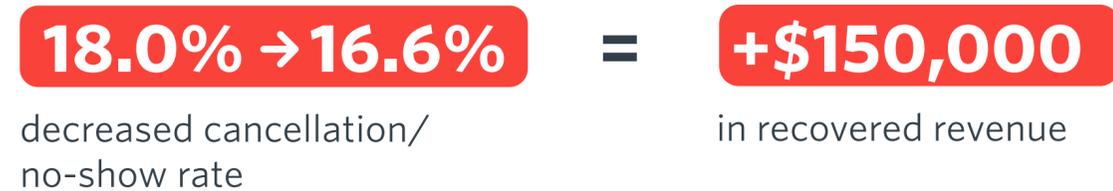
Integration reliability has remained exceptional with only two brief charge delays in six years, and both were resolved within 48 hours.

Results That Drive Growth:

Increased visits per eval



Fewer Cancelled Appointments



Efficiency Gains

- **1 hour/day saved** on reporting and KPI tracking
- **Improved therapist morale** through streamlined documentation and batch discharge cleanup

Voice of the Client:

“I used to spend about an hour each day pulling reports in MEDITECH Expanse. Now, with ReDoc, I can see units billed, cancellations, and growth by site in just minutes, and hand those reports straight to leadership.”

“ReDoc built our pediatric testing templates right into the system. It’s saved significant time and improved therapist satisfaction.”

“When I ask for more staff, I can show the numbers units are up, we’re growing compared to last year, and patient referrals continue to increase. With ReDoc it’s easy to make the case.”

“MEDITECH Expanse gave us the basics, but ReDoc helps us capture what payers really need to see. It guides the documentation so our therapists can clearly justify the services we provide.”

Business Impact:

With ReDoc, Ozarks Healthcare transformed rehab operations into a true performance engine—achieving **\$1.85M in additional annual revenue** while reducing administrative burden and improving morale.

ReDoc continues to serve as a rehab-specific complement to MEDITECH Expanse, with seamless integration that ensures transparent data, efficient workflows, and measurable ROI across the organization.

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

