

# Trust, But Verify. The Golden Rule For Every Physician's Practice

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- No Conflicts or Disclosures

# Doveryai, No Proveryai



# Prescriptions & Notes

- MAs and desk nurses input into my que in the EMR and I always review prior to sending
- MAs input data for all of my notes, but MD/DO always should review content and billing level prior to finalizing

# Statistics

## US Chamber of Commerce

- 75% of all employees steal at least once
  - Med samples, cosmetic products, cash, hours worked
- Average time it takes an employer to catch a fraud scheme is 18 months
- The average small business loses up to 20 cents per dollar to theft/fraud

- Keep Track of Your Cosmetic Inventory
  - How Are Return Items Handled?
  - Does Everything Stay Locked Up?
    - Pull out what you need for the day & account for what you use
- Develop A System To Track Cash Co-Pays/ Cash Only Patients Coming Into Your Office
  - Paper Super Bill?



# Audit, Audit, Audit

- Office Managers Regularly Audit Front Staff Collections/MA Supervisors
- Practice Manager Regularly Audits Your Office Managers
- Accountant Audits Your Practice Manager
- Change Your Accountant Every 5 Years?
- Use Someone External From Your Accountant Annually
  - We Use Allergan's Practice Consultants for Financial Benchmarking

# Items You Should Always Verify

- Confirmation of:
  - Medical License Renewal
  - Taxes Submitted and Paid
  - Rent/Mortgage
  - Insurance Contract Renewals
  - AOA/AMA CMEs submitted



# Cameras

- Very Little Pushback, Easy To Implement
  - Break Room
  - Near Storage Closet
  - Front Desk/Check Out Area