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

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• No Conflicts or Disclosures
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Prescriptions & Notes

- MAs and desk nurses input into my queue 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