

# Ortho NorthEast Cuts Paper Statements by 40%



*“Digital statements (text and email) reach the patient the same day we send POS the statement file. This lightning-speed process allows us to increase our revenue cycle expectations by reducing 30+ days.”*

- Mary Ellen Kellogg Supervisor Revenue Integrity

## 40%

reduction in paper statements  
within 6 months

Ortho NorthEast has been serving northeastern Indiana since 1962 as the region's premier orthopedic center. With board-certified physicians and multiple satellite clinics, they're among the largest specialty medical centers in the area, offering everything from sports injury treatment to robotic-assisted joint replacements.

### The Challenge

Like healthcare practices everywhere, Ortho NorthEast was feeling the pinch of rising operational costs. Their biggest pain points were:

- Skyrocketing postage costs eating into their monthly budget
- Time-consuming manual billing that tied up valuable staff hours
- Slow payment cycles that stretched their accounts receivables
- Patient demands for modern, digital communication options

## \$2,407

saved in one month  
on postage

### The Solution

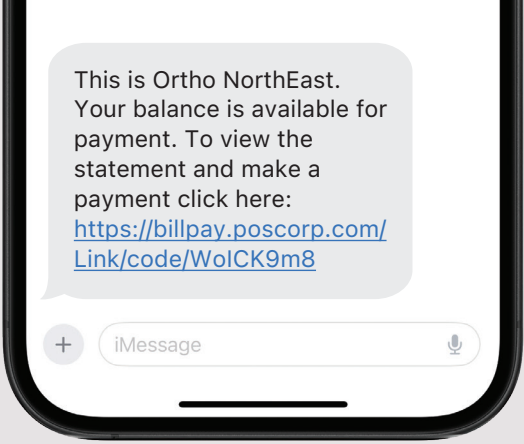
Ortho NorthEast partnered with Professional Office Services to implement INCOMPOS, a digital statement solution that revolutionized their billing process.

## 47%

of payments now processed  
digitally without staff  
involvement

### What Changed

- Same-day digital delivery via text and email notifications
- Multiple payment channels including text-to-pay links and email options
- Streamlined workflows optimized for their practice management software

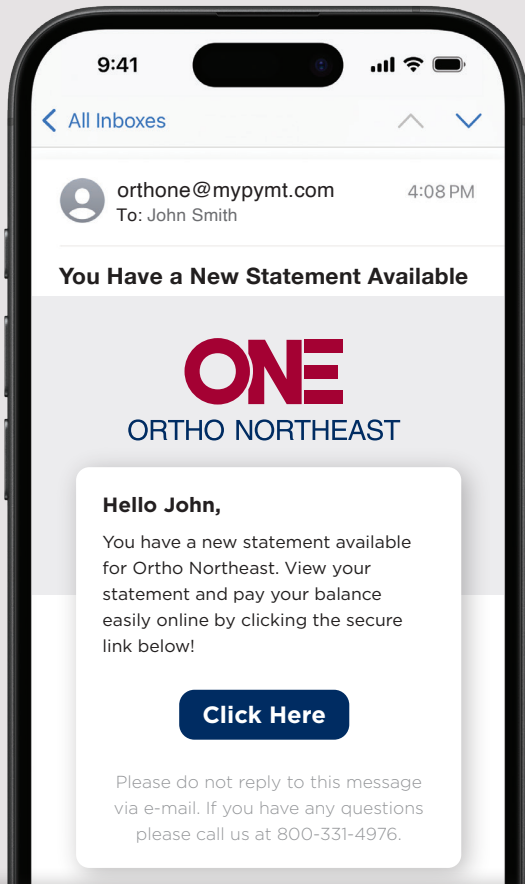


This is Ortho NorthEast.  
Your balance is available for  
payment. To view the  
statement and make a  
payment click here:  
[https://billpay.poscorp.com/  
Link/code/WolCK9m8](https://billpay.poscorp.com/Link/code/WolCK9m8)

*"We continue to offset  
increased postage costs  
by utilizing digital options.  
POS keeps offering digital  
solutions tailored to our  
practice needs for optimal  
success"*

**Mary Ellen Kellogg**

Supervisor Revenue Integrity



## Why It Worked

**Seamless Integration:** INCOMPOS worked with their existing systems without disrupting established workflows.

**Dedicated Support:** POS's client success manager knows the practice inside and out, spotting problems quickly and offering tailored solutions.

**Smart Reporting:** Detailed analytics help them continuously optimize their digital and paper statement strategy.

## The Bigger Picture

According to the POS support team, Ortho NorthEast's success reflects a broader industry shift: "With increasing postage costs, practices are cutting expenses without affecting their accounts receivables. Digital statement solutions eliminate postage and paper costs while increasing payments and speeding up payment times."

## Long-Term Impact

The benefits keep growing:

- Ongoing cost savings as more patients adopt digital payments
- Faster cash flow through quicker payment processing
- Happier patients who appreciate convenient payment options
- Less administrative work for practice staff
- Scalable solution that grows with the practice

## The Bottom Line

Ortho NorthEast proves that strategic technology implementation delivers real results. By embracing digital statement solutions, they've created a sustainable model that saves money, improves efficiency, and keeps patients happy – a win-win-win for everyone involved.