

Bull Run Family Practice, P.C.



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Physicians

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Dear Sir or Madam:

Our thirteen provider family practice began offering Medfusion's interactive features from our website to patients last year. We were excited to use Medfusion as an alternative to our patients who prefer using this web-based technology. Medfusion's interactive features for appointment scheduling, referrals, and prescription refills allows patients to quickly communicate to our practice and obtain services in a timely fashion, without the inconvenience of holding on the telephone. Currently, we login approximately 2300 patient contacts through our portal each month. This is 2300 patient calls eliminated from our phone system. This has improved our customer response time and at the same time increased our staff efficiency! An added benefit is the increased traffic to our website.

Our staff fills patient requests for appointments, referrals, and prescriptions during times when their workflow allows. The ability to control our work improves the accuracy of data entry and provides an easy way to document and track patient requests. Also new patients to our practice can complete registration forms on line. This allows them the flexibility and convenience to complete these forms prior to their appointment when they have time and access to all their insurance and medical information. This streamlines check-in and shortens their visit. It also helps keep our providers running on time.

Our Practice has plans to expand the use of our Medfusion portal to include secure messaging for laboratory results, further reducing phone traffic and improving our service. We feel Medfusion enhances our services and set us apart from other family practice groups in the area. We recommend Medfusion and certainly hope that their portal features have the same impact in your practice as they have had in ours.

Sincerely

David Anspaugh, Administrator
Bull Run Family Practice
www.brfp.com