

# Conestoga Eye Streamlines Collections and Reduces Errors with medent & Global Payments

*Fewer Errors. Better Collections.*

## At a glance

- Practice: Conestoga Eye
- Location: Pennsylvania
- Head Practice Administrator: Michele Velez
- EHR Partner: medent (17+ years)
- Payments Partner: Global Payments Integrated (1.5 years)

## Key metrics

Automated posting significantly minimized human error. Text To Pay and Auto-Charge resulted in fewer collection actions, enhancing both revenue and patient satisfaction.



**75%**

Reduction in Front Desk Errors



**50%**

Fewer Patients Sent to Collections



EHR, Practice Management



[www.medent.com/connect](http://www.medent.com/connect)



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## Challenges



Conestoga Eye faced frequent clerical errors at the front desk, leading to hours of manual reconciliation each week. Their previous credit card system wasn't integrated with medent, requiring duplicate data entry and increasing the risk of mistakes. Additionally, reliance on paper statements led to delayed payments and more patients being sent to collections.

## Solutions



By switching to Global Payments Integrated (GPI) with medent, Conestoga Eye eliminated manual posting and significantly reduced billing errors. The practice adopted nearly all GPI features, including online Guest Pay, Text to Pay, Card on File and Auto Charge, helping cut costs and improve collections.



I don't have to worry about staff forgetting to post a copay.  
I don't have to chase down payments.

I don't have to worry about chronic collections.

- Michele Velez, Head Practice Administrator

## Benefits



1

### 5 Hours Saved Weekly on Reconciliation

By eliminating manual comparison of systems, the practice cut reconciliation time dramatically, saving valuable administrative hours each week.

2

### Improved Patient Experience & Compliance

Text reminders reduced forgetfulness among patients, especially habitual late payers. Payments are now easier and faster for both patients and staff.

3

### Increased Collections Efficiency

With fewer missed payments and an easier process for patients to pay, accounts receivable is decreasing more consistently.