



Accelerating Clinical
Data Exchange™

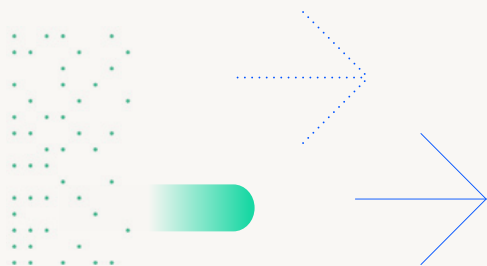


Lancaster Orthopedic Group – A Case Study

About Lancaster Orthopedic Group



Lancaster Orthopedic Group (LOG), founded in 1985, is a physician-owned private orthopedic practice serving Lancaster County, Pennsylvania. LOG offers advanced surgical and non-surgical treatments for a full range of bone, muscle, and joint conditions. The practice includes 17 orthopedic surgeons across 10 specialties, 14 advanced practice providers, 14 physical and hand therapists, and a pain management specialist. LOG has three locations and one ambulatory surgery center (ASC) in Lancaster County.



The Challenge

Managing patient disability and FMLA forms became a major strain on staff and patients as LOG grew. The outdated process required two to three employees to work on each form, with turnaround times exceeding a week. Staff turnover led to ongoing training demands and additional delays while patients frequently complained about being charged for form completion.

Timely form completion is critical for patients who oftentimes relying on disability payments or other benefits. With timeliness in mind, handling patient complaints further diverted resources from the team's ultimate mission: ensuring a quality patient experience.

LOG needed a solution to streamline the intake, completion and distribution of patient forms. Their search led them to MRO, which proposed a plan to reduce staff workload, improve turnaround times, and enhance patient satisfaction.

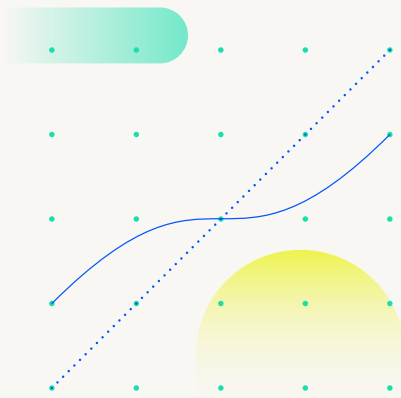
The Solution

In October of 2017, LOG partnered with MRO to take over the management and completion of all patient forms. The implementation of MRO's Exchange Forms Services introduced the practice to contactless remote submissions for disability and FMLA forms at no cost to the practice. A dedicated clinical support team handled forms processing, directly integrating into the EHR to ensure accuracy.

Staff gained full visibility into form status and delivery through MRO's secure CarePortal, while patients and requesters could access an online chat feature for real-time support. Once completed, forms were securely delivered directly to insurance carriers, HR departments, and patients with validated signatures. This eliminated all prior delays and manual processes.

"Partnering with MRO has virtually eliminated patient complaints about form completion. Their team is responsive, easy to work with, and quickly resolves any patient issues. We also appreciate having real-time access to the system, allowing us to check statuses and provide patients with accurate updates anytime."

Robin L. Zell | Director, Business Operations, LOG



The Result

Since implementing MRO's Exchange Forms Services, LOG has eliminated manual form processing for staff and significantly reduced turnaround times. The practice now completes over **1,500 patient forms per year**, with completion times dropping from over a week to **just three business days**.

LOG was also able to **reallocate staff resources by 1.5 FTEs**, allowing employees to focus on patient care rather than paperwork. **Patient dissatisfaction with forms completion was almost completely eliminated.**

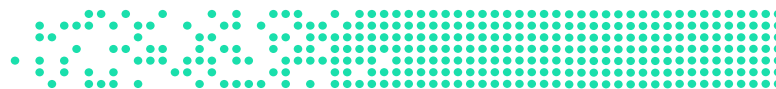
With increased transparency and a streamlined forms completion process, LOG has successfully reduced administrative burdens while ensuring patients receive their essential forms in a timely and secure manner.

"Customer service is a top priority, and managing forms completion in-house was a challenge. MRO has significantly improved this process, benefiting both our office and our patients."

Missy Clark | Business Office Manager, LOG



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MRO is accelerating the exchange of clinical data throughout the healthcare ecosystem on behalf of providers, payers, and users of clinical data. By utilizing industry-leading solutions and incorporating the latest technology, MRO facilitates the efficient management and exchange of clinical data for all stakeholders. With a 20-year legacy, MRO brings a technology-driven mindset built upon a client-first service foundation and a relentless focus on client excellence. For more information on how MRO is empowering healthcare organizations of every type and scale with proven, enterprise-wide clinical data solutions, visit www.mrocorp.com.

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