

CASE STUDY

Streamlining Revenue Cycle Management at the Healthy Brain Center



Challenge

From paper records to EHR platforms, Healthy Brain Center has used many systems to operate their telepsychiatry practice. Started by Dr. Moataz Giurgius (Dr. G Sr.) 30 years ago, Healthy Brain Center helps adult and geriatric patients living with conditions ranging from anxiety and depression to memory challenges.

Like many small independent practices, staying ahead of the latest technology trends was always their quest, especially when focusing on providing superior patient care.

The practice's previous EHR wasn't customizable nor intuitive, and frequent outages made it unreliable. Dr. Shadee Giurgius (Dr. G Jr.) was intrigued with DrChrono's offerings — a sleek, reliable EHR that was easily accessible from an iPhone, iPad, and computer.

Additionally, the practice had only a single in-house biller to keep up with claims. It was nearly impossible for one person to stay on top of manual billing, while proactively updating patients' insurance, verifying coverage, handling prior authorizations, and following up on denials in a timely manner.

Solution

In 2022, Healthy Brain Center started using DrChrono. Immediately, they experienced streamlined operations and enjoyed the benefits of outsourcing Billing and RCM services.

"Out of the many EHRs I've used in 20 years, DrChrono has by far the most user-friendly and simple platform to use. The thought process used by the team who built DrChrono puts first the doctor's efficiency and time." he said.

Responsive and Personalized Services

Dr. G Sr. was initially hesitant to switch from their local one-person biller to an external team, "But I instantly realized that you can still call them anytime, just like our old biller" he said. "They're very responsive. It still feels like we still have an in-house biller. We have actually become close friends with our team whom we adore: Anupam, Vivek, Srinath, and Bob."

With a support team offering proactive and personalized services, The Healthy Brain Center has seen significantly improved operations.

Reduced Front Desk Work

The DrChrono RCM and Billing team also communicates directly with patients by contacting them to update payment methods, verify their current insurance coverage, and provide the status of authorizations. The RCM team emails staff a week prior to an appointment to inform them if a patient's coverage is out of date or inaccurate.

Enhanced Patient Experience

The extra engagement from the RCM team not only eases the staff's administrative workload; but it also improves the experience for patients who don't get hefty surprise bills post-visit. And with fewer administrative tasks for their office manager Yana to handle, the practice can focus more on patient care.

Improved Financial Stability

The practice now has real-time revenue performance insights available 24/7, and they are also informed by the team when cash flow is trending lower or higher than anticipated.

Better Management of Denied Claims

The DrChrono Billing team manages denied claims and follows up with insurance companies, ensuring timely payments.

"They go after denied claims and resubmit them or contact us for missing information. They'll call insurance companies and ask why claims are delayed," Dr. G Jr. said. "They're also hands-on with patients, help make payment plans when needed, and for the patient and doctors they are easily accessible."

As of May 2025, Healthy Brain Center has seen great results with DrChrono RCM



98.5%
collection rate



86% of A/R is paid
in 30 days



95% of claims are accepted
by the payer for processing
upon first submission

Conclusion

DrChrono's platform has enabled the practice to offload many burdensome tasks that tend to negatively affect provider-patient relationships. With a streamlined billing process, [Healthy Brain Center](#) can again focus on their decades-old mission of serving their community.

"Once I click "SIGN NOTE" at the end of my patient visit, I know everything after that is taken care of," he said. "The CPT codes are automatically chosen, they are then sent straight to the DrChrono billing team, and they do the rest. I can focus on helping my patients, without worrying about any billing, administrative, or operational steps."

Referring

"In late 2025, I am opening another outpatient practice with my friends Tyler Torrico, M.D. and Nakisa Kiai, M.D., named Consilient Interventional Healthcare and we are hands down choosing DrChrono."