
CASE STUDY: UNION GENERAL HOSPITAL EMS SERVICES

WHO IS UNION GENERAL HOSPITAL?

What started off as a small outpatient clinic in 1959 is now one of Georgia's most progressive hospitals. With an extensive system that includes two hospitals, two nursing homes, a dialysis center, a wellness center, walk-in clinics, and several specialty clinics, Union General's commitment to provide the best in care is making them the first choice provider of comprehensive medical care in their region. They have been recognized as one of the "most wired" hospitals in the country for several years, and were also named a 100 SafeCare Hospital. In fact, they've been identified as being in the top 1% of hospitals in the nation for low infection, low complications, low readmissions, and high patient satisfaction by the SafeCare Group. With around 1200 employees between all their affiliated facilities, they offer around 325 medical transports a month, for both emergency and non-emergency calls.

WHAT DID UNION GENERAL HOSPITAL NEED?

Union General Hospital was looking for help with consistent reimbursement from Medicare for their medical transport of patients to and from the hospital's networked facilities and their homes. In addition to Medicare reimbursement issues, they were looking for a partner. Union General needed a solution that would have the understanding and knowledge to help take ownership of their project and assist them with every phase of implementation, including transforming them from a Medicare Part A facility to a Medicare Part B organization. They needed a solution that could do it all, and after extensive vetting, they chose Elevos. Elevos was able to execute their solutions in a timely manner and showcased management expertise in facilitating the transition process. Union General was able to have consistency in their Medicare reimbursements on a monthly basis, with the added benefit of establishing a partnership they could rely on and grow with.

SUCCESS WITH ELEVOS

"ELEVOS PROVIDED EVERYTHING THAT WE WERE LOOKING FOR IN OUR SELECTION PROCESS. IF A HEALTHCARE ORGANIZATION IS LOOKING FOR A REVENUE-CYCLE SOLUTION THAT SAVES ON OVERHEAD EXPENDITURES, PROVIDES PEACE OF MIND TO ITS CLIENTS AND TAKES COMPLETE OWNERSHIP, ELEVOS IS THE RIGHT SOLUTION." – WESLEY ROGERS, DIRECTOR, UNION GENERAL HOSPITAL DIRECTOR

The benefits were undeniable and significant improvements were felt soon after adopting the Elevos solution. Since implementation, Union General EMS has:

- **Increased their monthly transports by almost 100%**
- **Saved on overhead expenditures**
- **Seen proper Medicare reimbursements**

Elevos provided Union General EMS with a dependable revenue-cycle solution customized to fit their needs.