

SUCCESS STORY

Klapper & DeLuca Pulmonary Associates

How Greenway® Revenue Services Helped Improve Operations and Empower Leadership

Optimizing Practice & Financial Operations

Since 1994, Klapper & DeLuca Pulmonary Associates has provided high-quality pulmonary care in Bronx, New York. In 2010, the practice adopted Greenway Health's Prime Suite™ system, integrating electronic health records and practice management to improve efficiency.

In 2022, founding members Dr. Philip Klapper and his wife, Elissa, retired after more than 30 years, leaving the practice in the hands of Office Manager Shirley Rodriguez. While Shirley had been with the practice for two years, stepping into a new leadership role can present challenges—particularly in navigating the complexities of revenue cycle management.

Recognizing the need for structured support before her departure, Elissa expanded the practice's partnership with Greenway® Revenue Services (GRS) in October 2022 to optimize financial operations and assist with the leadership transition. This comprehensive solution was designed to manage revenue cycle tasks and support practice operations.

The Challenge

Transitioning leadership in a long-established practice comes with obstacles, especially when handling insurance claims, billing workflows, and regulatory changes. Shirley needed to oversee these responsibilities while keeping the practice running smoothly, all while learning the revenue cycle management process for the first time.

The Solution

With the support of Greenway Revenue Services, Shirley worked closely with an experienced team committed to guiding her through the learning process. Greenway's integration with Prime Suite simplified practice management, providing greater visibility into financial performance and improving daily workflows.

Greenway assigned a dedicated Revenue Cycle Manager, who worked closely with Shirley to refine processes, address challenges, and implement best practices. Regular bi-weekly calls to review financial reports and key performance indicators (KPIs) supplied Shirley and the providers with clear, ongoing insights into the practice's financial health.



Taking over the billing side of things was a big adjustment for me, but Greenway's team provided step-by-step guidance and made sure I felt supported throughout the process.

– Shirley Rodriguez,
Office Manager,
Klapper & DeLuca



The Results: ***A More Confident, Balanced Approach to Leadership***

Since working with Greenway Revenue Services, Klapper & DeLuca has experienced continued financial stability and operational improvements, with Shirley growing into her role as a confident leader.

The technology has reduced repetitive tasks, allowing her to focus on other priorities. She describes it as a game changer for the practice's organization. Any time help was needed, responses were timely, and the support team remained attentive and proactive. Having a team ready to assist made a significant impact, giving Shirley confidence in handling daily operations.

Providers at Klapper & DeLuca gained essential insights into patient balances and payments before each visit, further improving efficiency. By reducing administrative bottlenecks and ensuring timely reimbursements, the partnership has helped the practice maintain financial stability enabling staff to dedicate more time to patient care, ultimately supporting its long-term success.

One of the most significant improvements Shirley has seen is the reduction in stress and workload, allowing her to take on new responsibilities with ease.



I'm able to grow because I am learning more. I am able to leave and walk out the door in peace! I don't have that burden on my shoulders that I need to do all of this. – Shirley



Why Greenway Revenue Services?

For practices considering a revenue cycle management partnership, Shirley offers straightforward advice: ***"I would say do it, honestly. I know change is always scary for everybody, but for me, it was worth it."***

She acknowledges that many practices fear a loss of control over their billing but emphasizes that working with Greenway is a true partnership. ***"I wear many different hats, but I'm able to balance everything. I feel like I have time to actually learn more about the practice."***

When asked which service has been most valuable, Shirley points to insurance follow-up. ***"Insurance is always changing, and keeping up with regulations is a lot. I don't know what I would do if we didn't have help with insurance."***

Looking Ahead

With its financial and operational foundation stronger than ever, Klapper & DeLuca Pulmonary Associates remains focused on delivering exceptional patient care. While the practice has no immediate expansion plans, Shirley is confident that GRS will continue providing valuable support for wherever the future takes them.



It's not just about the numbers. It's about knowing you have a team behind you, ready to help with anything. It's been life changing. – Shirley



**For practices considering Greenway Revenue Services,
the results speak for themselves: a stronger financial
foundation, improved workflows, and—most importantly:**

peace of mind.