



Practice Services:

Business Operations

Opening, Closing, and Transitioning a Medical Practice

Cybersecurity Essentials

Patient Experience

Operational Assessments

The business operations of today's medical practice are complex and multi-faceted. A regular review of operations and processes ensures maximum efficiencies that not only serve to keep costs as low as possible, but also improve patient flow and experience, as well as maximize physician productivity.

Meanwhile, the threat to the security of electronic data is ever growing, especially among the healthcare industry; thus, cybersecurity is a topic that cannot be ignored. Many organizations tend to rely on weak and outdated systems and infrastructure, may not have access to qualified IT professionals, or may lack sufficient funding for cybersecurity programs. Medical practices are a target for cyberattacks due to these weaknesses.

In the midst of these challenges, ensuring that your patients are having a positive experience is still a priority. Managing it all can feel overwhelming, and SVMIC has tools, assessments, consulting, and services to help with the burden. **These services are included in the premium you already pay and are provided at no additional charge.**

OPENING, CLOSING, AND TRANSITIONING A MEDICAL PRACTICE

Opening, merging or closing a medical practice can be overwhelming. MPS has user-friendly resources and offers guidance in the following areas:

Opening a Practice

- Organization structure
- Credentialing
- Staffing
- Signage and required postings
- Sample policies and procedures
- Financial analysis

Closing a Practice

- Patient notification
- Medical records transfer and retention
- Business record retention
- State and federal privacy guidelines

Transitioning a Practice

- Merging practices
- Acquisition of a practice
- Selling a practice

CYBERSECURITY ESSENTIALS

SVMIC is dedicated to providing resources to our policyholders to assist in their cybersecurity programs. You may access these and other cyber resources online through your Vantage® account. Some important areas of immediate focus for your cybersecurity program are listed here:

- Security Risk Analysis (SRA)
- Data Backup
- Security Incident Response
- Staff Training
- Current Security Technology

PATIENT EXPERIENCE

Patient experience is becoming an increasingly significant component of healthcare delivery and reimbursement. MPS Consultants can provide education to help your practice achieve patient-centered care and provide a positive experience for patients and their families by implementing best practices in the following areas:

- Staff interactions with patients
- Create a meaningful practice culture
- Telephone etiquette
- Scheduling policies

OPERATIONAL ASSESSMENTS

To help develop a strategy to improve your operations, SVMIC's experts will meet with the practice executive and other key employees to assess your current processes. An operational assessment is a thorough analysis of workflow from patient scheduling through to checkout to identify areas for improvement. This allows us to identify opportunities and offer recommendations for improvement which we present to the practice's physicians and administrative team.

To engage one of these services, contact us: ContactSVMIC@svmic.com or 800.342.2239