

CASE STUDY HIGHLIGHTS

How AO Multispecialty Clinic Accelerated Patient Access and Revenue Growth

BACKGROUND

AO Multispecialty Clinic (AOMC) is a physician-owned practice with **four locations** and **28 providers** specializing in medical oncology, hematology, rheumatology, urology, and more.

CHALLENGE

The practice used a manual “pen and paper” approach to manage its financial assistance program, which limited its ability to serve patients effectively.

SOLUTION

When AOMC implemented TailorMed’s **comprehensive, end-to-platform platform** to centralize and automate financial navigation processes, their staff adopted a proactive workflow to leverage every funding opportunity for patients in need. **The team utilized:**

Real-time alerts to track available assistance, drawing on **7,000+ programs**.

Simplified enrollment to reduce manual tasks and expedite access.

Pharmacy solution to streamline free drug orders.

Insights to monitor program performance.

“**TailorMed has enabled us to create opportunities for more patients in our communities. Its dashboard also gives me visibility into what I need to know about our team’s progress and the financial improvements we’ve made.**”

– Traci Duffie, CEO, AO Multispecialty Clinic

RESULTS

Six months post-implementation, AOMC achieved:

108%
increase in average
enrollments per month

150%
increase in average
revenue per month

89%
increase in copay
assistance enrollments

\$2.5M
in collected copay assistance

27%
increase in patients assisted

28%
increase in total enrollments