

► About us

Everest Practice Management (EPM) was setup by professional individuals with over 50 years of combined experience managing medical practices all around Australia for GPs, specialists and allied health care practitioners.

By engaging Everest Practice Management to manage your reception duties, you take advantage of the expert solutions we offer to effectively manage your private practice.

Our premium service minimises your typical Admin burden and HR requirements and will allow you to focus on what you do best; look after your patients!

We are passionate about creating a positive patient–doctor experience and we have a deep understanding of the requirements of both.



► Our Values



High Standards
of Service



Exceeding
Expectations



Respect
Diversity



Great Working
Environments



Care About the
Patient's Needs

This proven model is used by several specialists that we are currently providing our services to and we enjoy the positive feedback we receive daily from both the doctors and the patients.

Our staff value the needs of the patient and show a caring attitude towards understanding urgency and providing a professional patient-focused service that exceeds everyone's expectations.

► Testimonials

"Having used virtual offices both overseas and in Australia previously, Everest PM is in a different league setting a new standard in office servicing whether that be virtual or onsite. Everest has taken service delivery to a new standard – not to mention the significant cost savings.

They are a wonderful team to work with, providing a very compassionate and helpful back office. They are truly the most professional secretarial service I have used.

They have made my life that much easier."

A/Professor Daniel -Avi- Lemberg, Paediatric Gastroenterologist

"I am the Medical Director at the Australian Menopause Centre. We employ over 50 staff in many categories including doctors, reception staff, IT staff, accounting staff and management staff. Having good and reliable staff is empirical to running a successful practice. I explored the option of sourcing good staff offsite and in the process set up Everest Practice Management (EPM), providing not only staff for my own practice, but offering this service to other medical practices as well. Our practice has 16 reception, accounting and IT staff that have been recruited by EPM. The transition to using the EPM staff has been seamless and it has reduced our overheads dramatically. These staff have all been quick to pick up and understand the processes of our practice and they get on very well with our in-house staff. Our patients interact very well with these staff and I am yet to hear a negative comment from any of our patients. The EPM staff are well educated, quick to learn and have a wonderful interactive personality. I highly recommend making the move with Everest Practice Management."

Dr Gary Aaron, Medical Director of the Australian Menopause Centre



Medical Reception ASSISTANCE

—
Take Calls
Manage Appointments
Reduce Workload

Contact us



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Find us on

📘 Everest Practice Management

📌 Everest Practice Management

🌐 Everest Practice Management

Reliable



Scalable



Cost Effective

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Our Services

During peak times in a busy specialist practice your phones could be ringing off the hook while your receptionists are frantically working to answer the phone, interacting with patients in the waiting room and liaising with the hospital for theatre slots and bookings. Everest Practice Management's offsite medical receptionist solution will transform your often-hecktic waiting room into a calm, quiet and relaxed environment for the doctor, reception staff and patients.



Billing

With the constant changes to Medicare, fee schedules for private health funds and an ever changing healthcare environment, it can be challenging for anyone to keep on top of it all!

Everest Practice Management (EPM) offers a complete billing service that will assist your practice to increase your revenue by avoiding incorrect billing. Most practices must deal with a number of different payers including insurers, private health funds, Medicare and of course patients that could make the billing process complicated for many.

Our team of experts will deal with all of them for you and ensure that not only you receive a maximum return, but everything is also dealt with in a professional manner.

We can deal with all types of claiming:

- ✔ Direct Patient Billing
- ✔ Bulk Billing
- ✔ No Gap Billing
- ✔ Inpatient and Outpatient
- ✔ Third Party Claims
- ✔ DVA and EPCs
- ✔ Known Gap Billing

Everest Practice Management can provide you with reports that will outline your billing for a specific period and the reporting can be as detailed or summarised as you need. Speak to us to determine your exact reporting requirements.

Medical Receptionists



Everest Practice Management will take the burden away from you and allow you to focus on your patients. We will provide the following:

- 1 Calls answered by dedicated and experienced receptionists
 - ◆ EPM will provide you with your dedicated virtual reception staff who will have a comprehensive knowledge of your workflows, policies and procedures. Your virtual receptionist will be able to build a relationship, rapport, and familiarity with your patients quickly and are trained to provide a high level of customer service and patient care.
 - ◆ Qualities that your virtual receptionist will possess
 - ✔ Empathy
 - ✔ Flexibility
 - ✔ Efficiency
 - ✔ Professionalism
 - ✔ Fantastic phone manner
 - ✔ Medical industry experience
 - ✔ Exceptional customer service skills
 - ✔ Ability to provide unrivalled patient care
- 2 Calendar/Diary Management
 - ◆ We know your time is precious and valuable to both you and your patients. Your virtual receptionists' exceptional calendar management skills will ensure that your patients are able to access emergency appointments where necessary and flexible enough to understand the importance of making sure no empty spot is wasted. Good calendar management will benefit the patient in receiving timely care while maximising income and efficiency for the practice.
- 3 Theatre Booking and Liaison
- 4 Back up staff to cover for absences and peak times
- 5 Appointment confirmation and reminders via text message and email
- 6 Referral Management
- 7 Test Result Follow Up

FAQs

CAN I CONTRACT A MEDICAL RECEPTIONIST FOR LESS THAN A YEAR? DO YOU ALSO PROVIDE CONTRACT WORK TO COVER MATERNITY LEAVE?

We can work with you to provide a Medical receptionist for a set timeframe, either to assist you during a season peak or to cover for an emergency or maternity leave period.

IS THERE A MINIMUM OR MAXIMUM NUMBER OF MEDICAL RECEPTIONISTS I CAN HIRE THROUGH EVEREST PRACTICE MANAGEMENT?

There is no minimum or maximum number of Medical receptionists you can hire through Everest Practice Management. We develop partnerships and work with you to determine your exact requirements that will most benefit your practice.

WILL MY PATIENTS KNOW THAT THE CALLS ARE REDIRECTED OR COMING FROM OFFSHORE?

Your patients will not know that the person they are talking to on the other end of the line is situated offshore. The quality of the telephone line is excellent, as good as in Australia and the accent of the virtual receptionist will be no different to any of the millions of Australians from non-English speaking backgrounds (NESB) that live and work in our country.

HOW CAN I EFFICIENTLY MANAGE A VIRTUAL RECEPTIONIST

When you have staff working remotely it is important you set clear expectations on what your expectations are. We will ensure that there are the right systems in place to monitor their activities, diaries, and task lists.

WHAT ARE THE COSTS AND SAVINGS OFFERED BY EVEREST PRACTICE MANAGEMENT?

Everest Practice Management charges you a fixed monthly fee for your virtual receptionist. The actual monthly fee is negotiated in advance and is subject to the skills and experience you require. The fee includes all costs such as wages, office space, computer and software. Everest Practice Management is an equal opportunity employer and we ensure that your virtual receptionists are paid all relevant entitlements including health insurance, benefits and applicable Philippine government taxes and fees.

HOW LONG DOES IT TAKE FOR THE TRANSITION?

Depending on your needs we can get a medical receptionist working for your practice within 3-4 weeks.

HOW DOES EVEREST PRACTICE MANAGEMENT PROTECT INTELLECTUAL PROPERTY?

Everest Practice Management explicitly states that all work completed by your medical receptionist while performing your assigned tasks are to be your exclusive property. We take all reasonable measures to protect your intellectual property by preventing theft or breaches in confidentiality. We maintain a highly secure workplace monitored by security cameras. We also secure data with workplace guidelines such as Managed Internet Connectivity, and an optional virtual private network-only access, which means that your existing internal internet access rules are applied to our workstations. It protects your data from being accessed by anyone other than those who have been specifically granted permission.

HOW CAN MY MEDICAL RECEPTIONIST SECURELY DELIVER FINISHED WORK?

Virtual receptionists are managed by you and take instructions from you in relation to their daily tasks. You are responsible for directing and guiding them as well as setting their KPIs. Security can be guaranteed by your own virtual private network (VPN) which we will set up for you.

WHAT PATIENT MANAGEMENT SYSTEMS DO YOU USE?

We have experience in most of the main practice management systems and we will provide training to your Medical receptionist to ensure they are fully aware of how to use your system effectively and efficiently.

IS MY PATIENT DATA SAFE?

Your Medical receptionist will be accessing your patient data using the system you are currently using, and the data will continue to be stored on your system.



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