



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