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We actually combined with another business office last year and that billing office was using RealMed and we were using a different one. When it came time to evaluate which clearinghouse we were going to use with our new electronic medical records system, we definitely chose RealMed because of the service that they provided our other system. It was amazing the difference between the clearinghouse we were using and RealMed and it's been a wonderful transition with our new billing system.

When we went live with Epic, our new billing system, it was very challenging because we were learning not only a new billing system, we were learning a new clearinghouse. Representatives from RealMed came down and sat with my staff one on one and gave them direction on how to use the system, how to use it properly, what tricks to use and anything else that they needed to do their jobs. They felt so much more comfortable using the RealMed system before they even got comfortable with our new billing system. And because of that one on one training and representatives coming back down and giving us intermittent tutorials on new items or enhancements to help our staff that the training has just been phenomenal and it helped us succeed with the implementation of our new billing system.

In terms of client service and consulting, really it's the client services, you know. What can you do? You need people that are going to be on your side that are going to be available when you pick up the phone and call with a problem or a question or send an email saying I need help immediately and you get that response. From our previous clearinghouses we did not receive that one on one attention and with RealMed we do. For the consulting piece of it, they are definitely a go to entity for us if we are trying to find other people in the country that are doing exactly what we're doing.