



# When Relationship Builds Stability & Growth + “Stickiness”

How Coronis Pathology & Diagnostic Medicine Becomes  
Part of Our Client’s Practice Fabrice for All to Benefit

## Stats

- Completely streamlined practice operations for \$110K annual savings
- Eliminated unprofitably business lines for \$300K savings annually
- Mitigated risks across practice with enhance compliance policies and procedures
- Survived pandemic with leadership as “Practice Manager” together with Managing Partner; then thrived coming out of pandemic with 17% growth over 2019 and increasing
- Over 2 years, cleaned up messy financials, operations, and policies to gain control of the practice with better information, less angst, and satisfying transparency.
- On trajectory to have a record year in 2021 with partnership shares at highest levels.

## Company Quick Facts

- Coronis Health serves as RCM partner and Practice Manager with very strong mutual loyalty
- As a large Pathology group, annual revenues will exceed \$16 million in 2021, up 20-25%
- Integrated functionality between practice and Coronis Health with maximum service at lower costs
- High touch with high margin business for maximum mutual benefit
- Best reporting via Coronis Health’s NextGen system – ever.

## Relationships Count

*“Relationship is all that counts in our highly specialized, boutique business. Strength of the business in terms of retention of profitable accounts cannot be matched in the industry.*

*For HPL, from the very start 3 years ago, the body of Coronis Health has worked to build the foundation of a relationship that will transcend changes and challenges, just like we did in weathering the COVID “V” growth. All of that translates into mutual benefit with Coronis yielding increasing margins as time goes on and as the relationship deepens.*

*The beauty of our success is that we grow on the backs of our clients as we help them grow. Symbiotic.”*

President, Coronis Pathology & Diagnostic Medicine

## Story

Historically, Hawaii Pathologists Laboratory (HPL) operated with in-house billing, relying on technology and/or some hybrid services that grew out of control, enhanced by ineffective internal management, and challenged “partners” on the outside. After years of wandering the RCM desert, Coronis Health was connected to the physician leadership of HPL through a current/former client by virtue of “friends and family” in the pathology community. The strength of reputation and relationship literally dropped this very large opportunity into our hands. After some time evaluating the billing operations, it was clear what needed to happen.

Coronis Health first executed a review of current operations, followed by managing a review of RCM companies, including Coronis Health, to compete for the full outsource of the billing & collections. It was patently clear who would win the bid, but Coronis Health competed fairly and strongly, coming out on top to be privileged with the long-term contract for RCM services. What followed was simply good fortune when HPL named Coronis Health/s Pathology & Diagnostic Medicine President as their consulting Practice Manager with a contract through 2022 – to start.

From that point forward, Coronis Health and HPL have collaborated on a great many significant priorities to benefit HPL and, by relationship, Coronis Health. Operations have been revamped within HPL. Transparency has been re-instilled across staff and physicians. Financials are refocused with regular distribution and analysis. Compliance policies and communication has been reintroduced. And the list goes on, such that their consulting Practice Manager visits Honolulu once a month to add whatever value he can to the HPL cause and the relationship between HPL and Coronis Health.

What matters most with HPL is that Coronis Health’s care and concern of a true, non-cliché partnership prevails in every day’s work together. The mutual benefit of the parties extend past the obvious into the superlative. That’s the ultimate test of “stickiness”.

These are the bonds that build upon the foundation of a relationship to enhance the best of the best service delivered to any and all clients.