

# WHAT'S THE COST OF MISSED ACUITY IN DOCUMENTATION—How Can You Fix It?

## THE CHALLENGE

A leading Texas-based urgent care network was experiencing ongoing acuity degradation—patients were often misclassified as less severe than they actually were, leading to under-resourcing, inappropriate care, and potential harm.

A gap between care delivered and care documented resulted in:

01

Incomplete documentation of diagnoses & procedures

02

Inaccurate ICD-10 and HCC coding

03

Reimbursement misaligned with actual care provided

04

Increased risk of non-compliance, audits, and payer take-backs

05

Unreliable operational data for decisions on staffing, upgrades, and planning

## THE EXDION SOLUTION

The organization deployed Exdion.RTC—an AI-powered, EMR-agnostic solution for real-time chart documentation review.

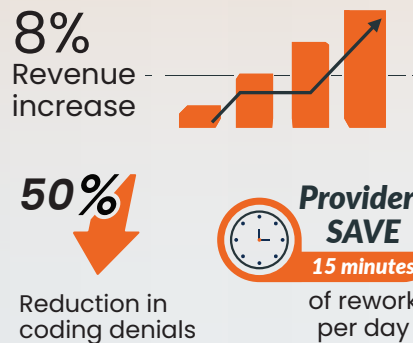


### HOW IT WORKS

- ▶ Exdion.RTC runs silently in the background as providers document in the EHR
- ▶ Flags missed procedures or conditions and offers smart prompts & edits
- ▶ Enables real-time chart corrections for complete, compliant, and accurate documentation



### TANGIBLE OUTCOMES



### INTANGIBLE BENEFITS

- ▶ Reduced risk of audits, penalties, and payer take-backs
- ▶ Improved alignment and trust between clinical and coding teams
- ▶ More accurate data to guide staffing, facility upgrades, and service expansion
- ▶ Enhanced patient care
- ▶ Increased patient satisfaction

## CONCLUSION

With Exdion.RTC, the urgent care network successfully bridged the gap between clinical care and documentation accuracy, turning compliance into a strategic advantage and improving both revenue and provider experience.



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