

How a large single-specialty practice lowered costs and saved 125K hours of care team time annually with IKS Stacks

Client overview

A management services organization that supports a rapidly growing dermatology network of 100+ clinics and 300+ clinicians across multiple states. The group delivers comprehensive medical, surgical, and cosmetic dermatological care. To maintain high clinical standards during rapid expansion, it was critical to equip care teams with seamless, accurate administrative infrastructure to prevent administrative burnout.

Manual document workflows strained clinical capacity

As the client expanded their organization, clinical teams faced a growing administrative burden. Medical assistants were spending critical hours manually managing faxes and patient charts instead of assisting in care delivery. This led to:

High operational drag

Manual fax management created up to 24-hour processing delays, delaying referrals and authorizations.

Lack of standardized data workflows

Lacking a unified NextGen and ModMed standard created inconsistent chart filing, turnaround delays, and frequent SLA breaches.

High administrative volume

Heavy manual document intake and data proofing consumed dedicated MA capacity, pulling staff away from patient care.

AI-powered automation for incoming documents with IKS Stacks

The client partnered with IKS Health to deploy IKS Stacks, an AI-driven document management solution. Across 96 clinics and 291+ providers, IKS Stacks managed 100% of incoming document processing, transforming operations from manual work to near-real-time, intelligent automation.

IKS Stacks capability

Standardized workflow for all sites and systems with intelligent routing and indexing

More complete and comprehensive patient records with clinical data abstraction

Unified cross-system task routing and care pool coordination

AI-driven automation + HITL solution

Automatically classified, indexed, and linked incoming documents directly to correct EHR patient records without manual intervention

Extracted discrete patient data into EHR systems with intelligent AI, replacing manual typo checks with automated exception routing

Successfully bridged system limitations between NextGen and ModMed, routing tasks dynamically to targeted care pools

Proven outcomes

Using IKS Stacks eliminated administrative friction, delivered same-day document completion, and delivered massive cost efficiencies across the practice.

\$2 million

annualized cost savings realized, driven by a month-over-month direct reduction in document management spend

3.64M+

document pages
intelligently processed and
indexed across 96 clinics

99.87%

quality score maintained
with 100% SLA turnaround
time achievement

60%

reduction in medical assistant
document workload per clinician

125K+

yearly care team
hours saved

How IKS Health empowered care teams to focus on patient care



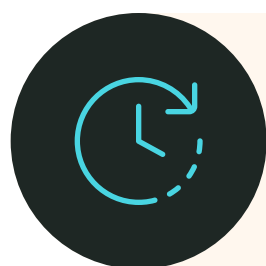
Rightsized staffing created more clinical capacity

Offloading document processing freed medical assistants' administrative capacity, shifting staff focus back to direct patient support and mitigating burnout



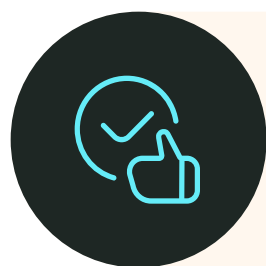
Unified cross-platform operations

Standardized document workflows across NextGen and ModMed environments, establishing operational consistency across all multi-state practices



Near real-time chart availability

Intake delays were greatly reduced from 24 hours to a few hours, ensuring referrals and authorizations are ready for clinical review on arrival



Quality improvement

Cognitive AI abstraction delivered near-perfect accuracy, ensuring EHR chart updates were reliable and fully closed for clinical decision-making