New Member Spotlight

Neighbors Emergency Center (NEC) is a Free-Standing Emergency Department (FSED) offering 24-hour emergency care in 29 Texas locations. And NEC will soon be opening new facilities in Colorado, Rhode Island, and Texas. While each facility operates independently, it is under the guidance and direction of the Neighbors philosophy - to be a good neighbor. Please take a look at https://nec24.com for further information.

Excerpts from a conversation with Cynthia Mathew, Executive Assistant to Dr. Setul Patel, Chief Executive Officer

Ms. Cynthia Mathew highlights that the company started in 2009 with just 8 EM physicians and one location, in Houston, Texas. It has now grown to over 164 ED physicians and 512 additional medical personnel.

The Neighbors philosophy is an important part of the company culture. Ms. Mathew explained that each FSED gets involved in local charities and this desire to help also is reflected in their individual employees. For instance, the corporate office hosted a "pink-out" day to raise money and awareness for breast cancer. And, when a new employee had a problem at her apartment, the NEC lawyers were quick to get involved and provide needed expertise.

When asked why they joined EDPMA, Ms. Mathew explained that the Chief Business Development Officer, Maureen Fuhrmann, recommended joining after the 2016 Solutions Summit. The Summit provided insights and information about business best practices in billing and coding which were very helpful in their business strategy.

Ms. Mathew noted that they find the regular monthly newsletters, in addition to the legislative updates, to be very useful. Because the information is distributed to many different employees, they each can focus on their particular area of interest, whether it's business or legislative related. "While we're still new to EDPMA and learning about its benefits, we've already decided to exhibit and attend the 2017 Solutions Summit in San Diego. And, we've seen first-hand how the expertise and willingness to share information on the business side can truly enhance our capabilities and impact our bottom line."