

# The Smart Practice Playbook: *In-House vs. Outsourced Admin in the Age of AI*

**momentum** 2025



# Setting the Scene: The Modern Admin Dilemma

- **↑ 60%** increase in administrative workload since 2020
- **55%** of healthcare workers in a recent survey plan to look for a job in 2026, adding pressure to ongoing workforce shortages in the field.
- AI adoption **↑ 40%**, yet efficiency has plateaued



# Meet the Panel



**Tracey**

*Retired Director of Care Coordination, OrthoNY*

*Legacy experience spanning over 30 years, with a focus on leading outsourced activities.*



**Danielle**

*IT, OrthoNY*

*Integrates technology and has an understanding of virtually all of the practice's operations.*



**Nichole**

*Practice Administrator, Orthopaedics East & Sports Medicine Center*

*Manages growth and culture while outsourcing key admin tasks, working with both human capital and AI technology.*

# The State of Practice Operations

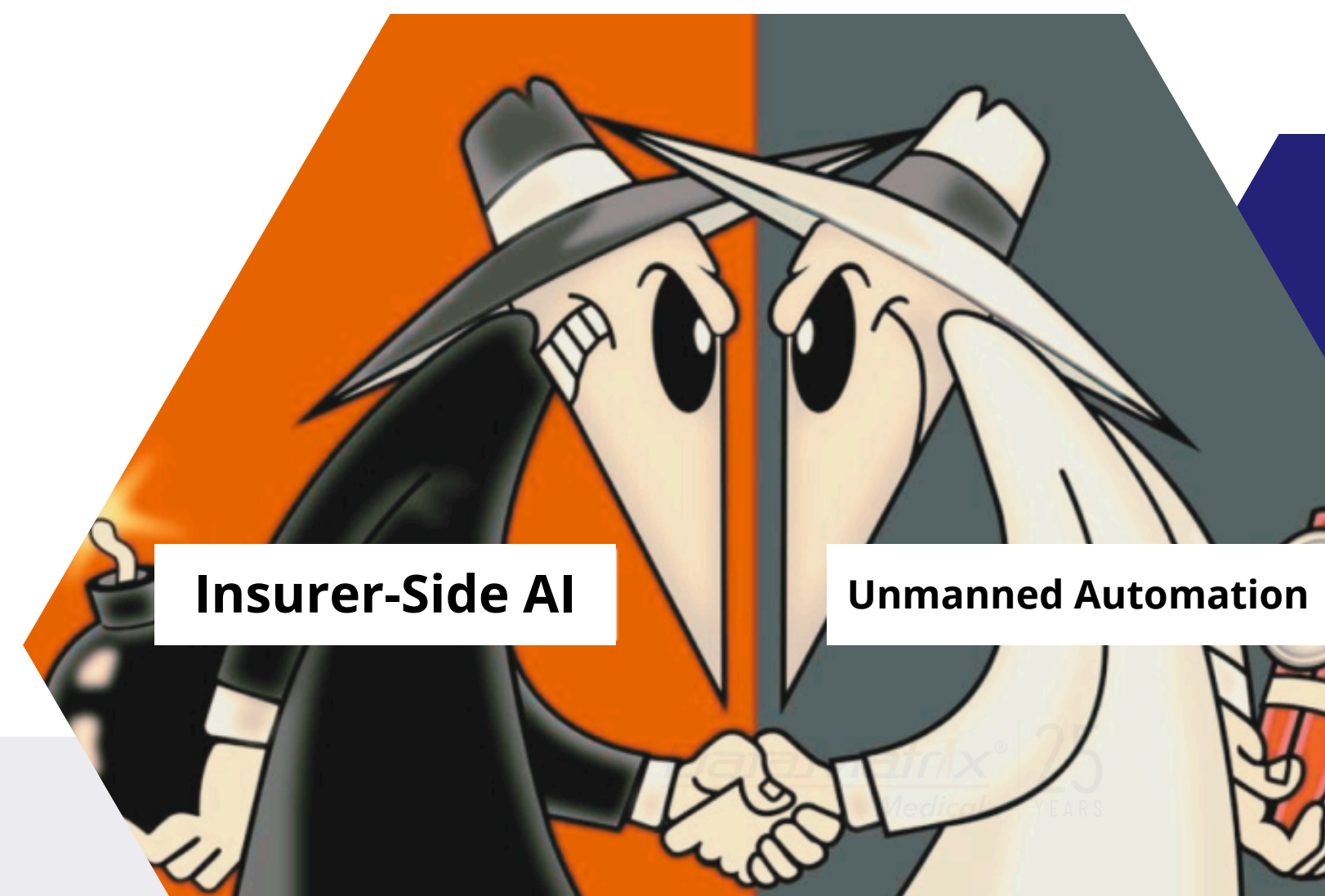


# AI Reality Check

# Finding The Sweet Spot: A Hybrid Model

# Antagonistic AI Systems

**61%** of physicians in an AMA survey fear that payers' use of AI is leading to denials.



# The Human Factor: Culture, Trust, & Training

# The Takeaways

- Hybrid = **resilience**
- AI = **support, not substitute**
- Outsourcing or “*Co-Sourcing*” = **scalability**
- Human oversight = **accuracy**
- Compliance & contintuity = **trust**

# About DataMatrix Medical

Supporting  
Medical  
Practices

25  
YEARS

## PRIOR AUTHORIZATIONS & VERIFICATIONS

- <1% Denial Rates & Supports All Case Types

## VIRTUAL MEDICAL ASSISTANTS

- Limit Staff Overload

## MEDICAL TRANSCRIPTION

- 24-Hour Turnaround Time and AI Transcription Proofing

## REMOTE MEDICAL SCRIBES

- +99% Accuracy

## DOCUMENT INDEXING

- Track and Retrieve Patient Records

## MEDICAL CREDENTIALING

- Streamline the Process

## MEDICAL BILLING

- Complete Medical Billing Solution

New



# Q&A

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