



How a 16-Physician Practice Reclaimed Patient Access — and Peace of Mind — with Edge

After two failed providers, Saluja Medical built a dedicated clinical operations team through Edge — scaling from 4 to 9 team members in 18 months.



Employees
16 Physicians + extenders

Location
Baltimore, Maryland

Edge Talent
9 dedicated team members (and growing)

Key Results



Call Answer Rate
90%+
(up from ~80%)



Insurance Verification
96–97%
resolved before arrival




Team Retention
Zero turnover
only growth



U.S. Hires Replaced
8–9 RNs/LPNs
equivalent

The Challenge

"Without adequate staffing, it affected our flow, our physician satisfaction, and our patient satisfaction."



Dr. Daljeet Saluja | Medical Director & Owner

Saluja Medical handles 450 inbound calls a day. At their lowest point, only 75–80% were getting answered. The downstream impact was immediate: missed appointments, missed revenue, patients diverted to ERs, and claims rejected because front desk staff were too stretched to verify insurance properly.

Hiring locally wasn't working. Dr. Saluja needed clinically trained, patient-centric people — and tried two other virtual medical assistant companies before finding Edge. Both were cheaper. Neither had the clinical depth to serve his older, complex patient population.

"I tried cheaper twice, and it didn't work out. You get what you pay for." — Dr. Daljeet Saluja

The Edge Solution

Every Edge team member assigned to Saluja Medical is a licensed physician or pharmacist. That clinical foundation is what allowed the practice to expand their team's scope far beyond answering phones.

"You're getting a physician or a pharmacist for less than what you pay a stateside medical assistant. That has value in itself."

66 Dr. Daljeet Saluja

Scope Expansion Over 18 Months

Phase	Timeline	Responsibilities
Access	Months 1-3	Inbound calls, scheduling, confirmations, callbacks
Revenue Protection	Months 4-8	Insurance verification starting at 4–5 AM daily; copay and deductible collection improved
Clinical Operations	Months 9-18	Daily CRISP monitoring for ER/hospital visits, proactive transition-of-care outreach, clinical triage escalation

Today: 9 team members. Crossing 10 soon.

"It's a mistake to use Edge staff just for answering phones. Let them grow with you and you'll be surprised how much they can do." — Dr. Daljeet Saluja

Results

Operational Impact

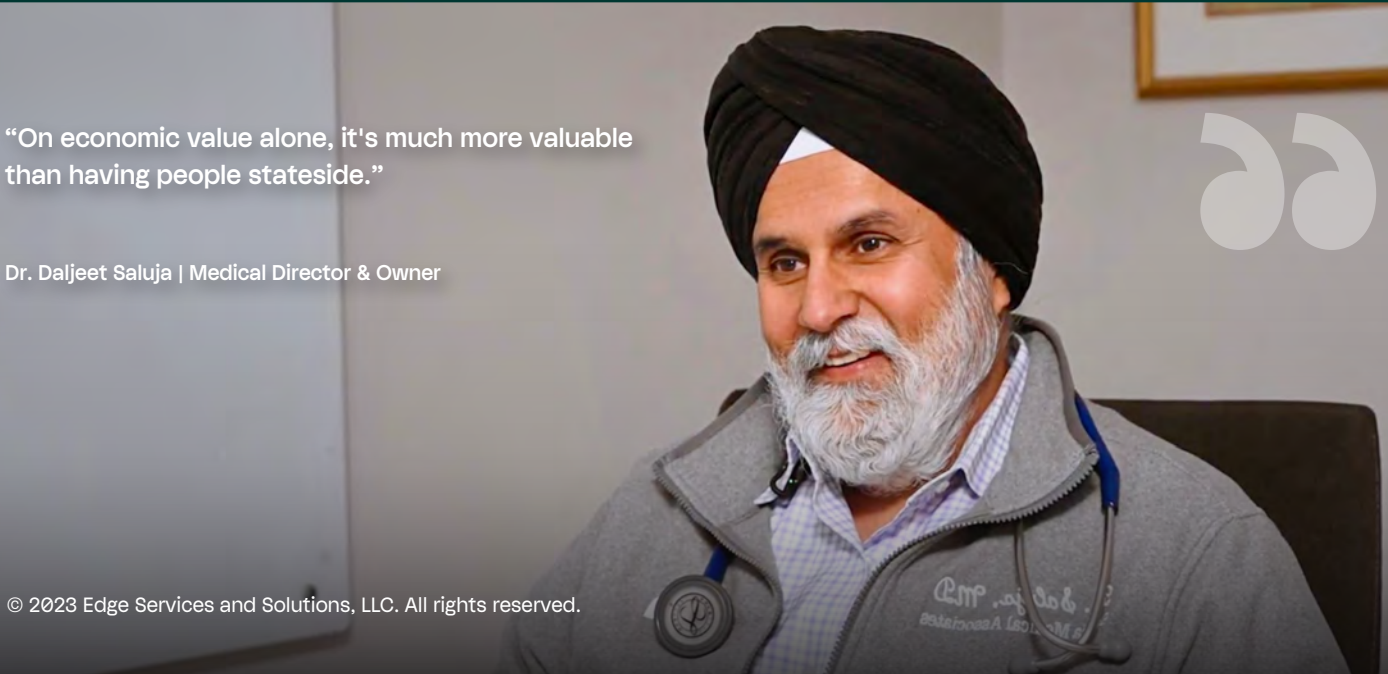
Metric	Before Edge	After Edge
Call Answer Rate	75–80%	90%+ (95–96% with callbacks)
Insurance Verification	Reactive, at check-in	96–97% resolved before arrival
Claims Rejections	Elevated	Significantly reduced
Same-Day Appointments	Missed regularly	Consistently captured
ER/Hospital Follow-Up	No systematic process	Daily proactive outreach
Edge Team Retention	N/A	Zero turnover
Patient Volume per Clinician	18 patients/day	22 patients/day

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Dr. Daljeet Saluja

Economic Impact

Replacing what 9 Edge team members handle would require 8–9 U.S.-based RNs or LPNs — plus payroll taxes, benefits, office space, equipment, and phone lines the practice physically doesn't have room for.



"On economic value alone, it's much more valuable than having people stateside."

Dr. Daljeet Saluja | Medical Director & Owner

From Skeptic to Advocate

Dr. Saluja came to Edge after two failed alternatives and four serious objections. Today he doesn't call his Edge team "staff." He calls them employees. Some, he calls family.



"Healthcare is challenging. There are a lot of moving parts — and we deserve to take some of that off of us and put it in the hands of smart, capable, hardworking people. Don't be afraid of the unknown."

Dr. Daljeet Saluja | Medical Director & Owner

Ready to build your clinical
operations team?

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