

Case Study

At a Glance

Organization

Advanced Orthopedic Specialists
Brighton, Mich.

- 3 physicians

Solution Spotlight

- Practice Partner® Patient Records
- Practice Partner® Appointment Scheduler

Critical Issues

- Improving efficiency
- Improving coding and documentation
- Reducing transcription

Results

- Eliminated \$24,000 in annual transcription fees
- Increased annual revenue by boosting patient volume
- Reduced mailing costs by \$5,000 per year
- Significantly reduced pharmacy calls questioning prescriptions
- Increased patient and staff satisfaction

Advanced Orthopedic Specialists Improves Efficiency Throughout Practice

Dr. Laith Farjo and his partner opened Advanced Orthopedic Specialists in 2002 in Brighton, Mich. Their goal was to create an IT infrastructure that included an integrated electronic health record (EHR) system that would be effective for the long term. By implementing McKesson's Practice Partner® Patient Records and Practice Partner® Appointment Scheduler systems, they have improved efficiency throughout the practice's operations, ultimately increasing revenues and increasing the satisfaction of both their staff and patients.

Challenges

Dr. Farjo understood that researching and implementing an EHR system would be an involved project, but he and his partner were confident that it was the right investment to make and that it would pay off. A key priority was finding an integrated package with electronic health record and appointment scheduling systems. It was also vital that the system had orthopedic specific features to meet the needs of their practice.

Answers

After researching and evaluating several programs, they decided that McKesson's Practice Partner

Patient Records and Practice Partner Appointment Scheduler systems together offered the best solution for their needs.

The Practice Partner Patient Records system's fully customizable templates offered the practice the flexibility they desired. Using these templates, the practice improved its coding and the physicians are confident their documentation supports the given level of service specific to an orthopedic surgeon. The physicians created a library of templates that allows them to dynamically treat a patient during consultation by using a series of customized questions that are specific to the patient's symptoms. The more specific a template is, the more efficient they found their treatment to be. For example, Dr. Farjo can now document new patient shoulder pain visits in 90 seconds as opposed to four minutes when he dictated.

Another key feature is the system's ability to automatically update other chart sections (e.g., medications, problem list, medical history) as soon as the physicians complete a note in the EHR. The physicians save all notes electronically, eliminating the need for transcription and saving the practice time and money.

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"The beauty of the Practice Partner software is that you can make simple customizations to the software to fit your needs and thereby increase efficiency."

Dr. Laith Farjo, M.D.

Results

McKesson's Practice Partner systems have had a significant impact on the efficiency of Advanced Orthopedic Specialists. The solution has helped the practice to eliminate \$24,000 in annual transcription fees. At the same time, the practice has increased annual revenue by boosting patient volume. Another key benefit has been a reduction in mailing costs by \$5,000 per year and the practice has also seen a decrease in pharmacy calls regarding prescription refills.

The systems have helped improve both office efficiency and productivity at the practice. "Every orthopedic practice I know is thinking about EHR," says Dr. Farjo. "The beauty of the Practice Partner software is that you can make simple customizations to the software to fit your needs and thereby increase efficiency."