

Sage Intergy EHR | Success Story

Albany Obstetrics and Gynecology

Taking Control with the Sage Intergy Suite

● CHALLENGE

To streamline workflow and improve management of the practice. Billing was being outsourced, the practice was finding this inconvenient and wanted more control over financial management. In addition, the scheduling system was inadequate and not suited to the size of the practice.

● SOLUTION

Installed Sage Intergy and Sage Intergy EHR to create greater efficiency. Scheduling became easier; Patient registration was restructured; financial management was brought in-house, paper charts were replaced by electronic records.

● RESULTS

20% fewer missed appointments; Eligibility verification has reduced denied claims by 70%; Days claims are in accounts receivable is less than 30; Time spent pulling charts has been eliminated, eliminated 5-30 minutes per chart for 30-45 chart pulls a day.

SPECIALTY

Obstetrics, Gynecology

LOCATION

New York

NUMBER OF LOCATIONS

One

NUMBER OF EMPLOYEES

6 Physicians, 19 Staff

SOLUTIONS USED

Sage Intergy

Sage Intergy EHR

Re-evaluating How the Practice Managed Information

The importance of having access to and control of information is something Jane Quinlan, practice administrator at Albany Obstetrics and Gynecology, knows a lot about. Simply put, it will either make or break a practice in this new age of healthcare. Ms. Quinlan's first priority after joining the practice staff was to find a way to achieve the access and control they needed to streamline workflow and improve the management of the practice.

When Ms. Quinlan started with Albany ObGyn, they were outsourcing their billing and using a "homegrown" scheduling system. "It was really more like a scheduling book on a computer screen," she recalls. An even bigger problem was the management of financial information. Since the billing was done outside the practice, they had to wait to get reports from the billing agency and frequently did not receive the information they needed to adequately manage the practice. In addition, with their existing paper patient charting system the practice experienced a myriad of problems associated with the pulling of charts to find patient information, address billing concerns, and effectively respond to phone inquiries from patients, pharmacists, and other physicians.

Sage Intergy — A Large Practice System Package for Small Practices

Ms. Quinlan had been researching practice management systems when a physician brought back literature from a conference about Sage Intergy. After reviewing the information, she wanted to see it for herself and scheduled a demo. "It was a large practice system packaged for small practices," she says. "I was pleased to see that I could get data the way I wanted it. It was part of the Sage family so I knew they had the resources to continue developing the product to meet our current and future needs."



Jane Quinlan
Albany Obstetrics
and Gynecology

Streamlining Workflows With a Flexible System

After choosing Sage Intergy, Ms. Quinlan noted that the system grew with them and at their pace. First, the practice realized a range of benefits from using the template features for scheduling, which allowed them to better plan and manage the physicians' schedules, schedule more patients each day, and maintain a wait list.

This was followed by restructuring their patient registration to improve their ability to keep patient information up to date. "We use letters and labels to send out appointment reminders and we enclose the patient's information," explains Ms. Quinlan. "They are reminded of their appointment, they can review their demographic information and they can write in changes to bring in to the office. We have 20% fewer missed appointments and patient information is far more up to date." In addition, using electronic eligibility to verify coverage for each patient before check in has reduced denied claims by as much as 70%.

"With regard to the financial information, there is no comparison to what we had before," according to Ms. Quinlan. "Now we can manipulate the data and peel back the layers. I can access information when I need it to see our financial position. In short, it provides all the data I need to help me run the business side of this practice."

Improving Accounts Receivable and Claim Turnaround

Albany ObGyn has also found that they are managing the accounts receivable better. "We are in control now so we can stay on top of it," Ms. Quinlan said. With electronic claims processing and status checking, the staff know where a claim is in the system, and they know immediately when there is a problem with a claim. In a time when reimbursements are declining, the ability to follow a claim through the system and correct problems right away can make a huge difference in revenue. For Ms. Quinlan, this has resulted in reducing the days in accounts receivable to less than 30.

Sage Intergy EHR Enhances Access to Patient Records

Recently, Albany ObGyn took the next step in their evolution, adding the Sage Intergy EHR clinical solution to further enhance access to patient information and overall practice efficiency. Now, the physicians can get patient information from home or from other locations outside the practice. "It's invaluable that the physicians can look at patient records when they are on call, especially being able to see recent lab results," says Ms. Quinlan. The improved access to patient information has helped in other ways as well. The phone nurses are able to quickly access and update patient information instead of passing notes to administrative staff, which has significantly relieved front desk congestion.

"We have the ability to access and update information from anywhere in the practice or from the Web and the ability to manage data so that we can see what is happening in our practice whenever we need it."

– Jane Quinlan
Albany Obstetrics and Gynecology

Improving Chart Management and Data Accessibility

Eliminating the need for paper charts for every patient has resulted in time savings as well as improved efficiency. In the past, to pull a chart under perfect conditions might take 5-10 minutes, and with less than perfect conditions, as much as 30 minutes. Now it takes only seconds to open an electronic chart. With 30-45 chart pulls a day just for prescription refills and clarifications that is a huge time savings. As a result, the resources once put towards managing this task, can be re-allocated to more productive tasks.

Overall, the biggest benefit to Albany ObGyn has been the ability to control information in every area, taking them to a whole new operational level. "This is the way to go for anyone who wants to take their practice to a point where you can truly operate electronically to the benefit of the entire staff," says Ms. Quinlan. "We have the ability to access and update information from anywhere in the practice or from the Web and the ability to manage data so that we can see what is happening in our practice whenever we need it."