

# Sage Intergy EHR | Success Story

## East Lake Pediatrics

Making the Right Start with Sage Intergy and Sage Intergy EHR Pays Off

### SPECIALTY

Pediatrics

### LOCATION

Florida

### NUMBER OF LOCATIONS

Two

### NUMBER OF EMPLOYEES

Two Physicians, One Nurse Practitioner, 12 Staff

### SOLUTIONS USED

Sage Intergy

Sage Intergy EHR

#### ● CHALLENGE

Setting up a new practice as a paperless office. The chosen system needed to be flexible and able to accommodate future growth at minimal additional operating cost.

#### ● SOLUTION

Installing a practice management and electronic health records system that handles scheduling and billing as well as clinical patient documentation. By choosing Sage Intergy and Sage Intergy EHR, the need for paper records was eliminated from the start. The software has continued to adapt and grow with the practice.

#### ● RESULTS

100% improvement in accuracy of claims and statements; Minimal need for storage saves about \$75-\$100 a month; Saves over \$1,000 a month in chart supplies; Saved \$36,000 in the first 18 months not hiring additional staff.

### A Paperless Practice From Day One

If you could start a new practice from scratch what would you do? Mike Jordan, M.D. of East Lake Pediatrics, working with a trusted consultant, made the decision to go paperless from the start and he hasn't looked back.

When Dr. Jordan was ready to open his own Pediatric practice, he met with his practice consultant and discussed how to move forward. "My consultant went over all the pros and cons and told me about other practices' experiences," he explains. "It just seemed much easier to make the investment now instead of getting the practice started and then adding technology in five years." He chose to purchase Sage Intergy and Sage Intergy EHR.

### Eliminating Time Consuming Tasks with Sage Intergy

With patient growth being a top priority of a young practice, the ability to add patients without the associated costs or resources is critical. It was very important from the beginning that the software make it possible to keep costs low and streamline efficiency to enable a small staff to manage the business. The Sage Intergy system eliminated time consuming tasks such as chart pulling and

saved money in a wide range of areas throughout the business. Most importantly, the system is providing East Lake Pediatrics with the ability to do all this without staff putting in long hours or working weekends. Dr. Jordan reports that he sometimes spends an extra 15-30 minutes at lunch or the end of the day on tasks, but that is about the extent of any "overtime" at his practice.

### Keeping Overhead Costs Down and Improving Patient Relationships

Easy and immediate access to patient information enables the staff to quickly respond to patient inquiries for tasks prescription refills and immunization inquiries. Unlike practices that use paper charts, East Lake has never had to deal with pulling charts or looking for lost charts. While a typical practice will spend five to 30 minutes looking for patient chart information to answer a question, East Lake accomplishes the same task in seconds. This increased efficiency not only helps Dr. Jordan keep his overhead costs down but dramatically improves his patient and peer physician relationships.

### Electronic Prescribing Enhances Patient Satisfaction

Electronic prescribing within Sage Intergy EHR is another time saving feature that East Lake has used from day one. For parents dealing with a sick child in need of medication, this feature really resonates. After all, no one wants to be sitting around waiting for prescriptions or refills with a sick child in-tow. "Electronic prescriptions are very popular with our patients," says Dr. Jordan. "Parents love it. They leave the office and go directly to the pharmacy." The practice sees less paperwork and patients see a faster turnaround. It's quick and easy for all involved.

## Improving the Billing and Collections Process

Melissa Montgomery, who manages much of the billing and front desk operations, sees the same types of improvements in the billing area. Improvements in the charge capture process such as system-generated prompts and automated error checking have led to a more accurate billing and collections process for the practice. Claims and patient statements are submitted in minutes instead of hours, and after claims and patient statements are submitted and paid, the posting piece is “100% better in terms of accuracy.” She says, “It is very difficult to post something wrong with the Intergy system.”

Beyond the significant time savings found with the easy access to chart information and quick billing services, East Lake Pediatrics saw immediate savings from supplies to transcription to storage. In almost every area of their business they have reduced or eliminated costs normally associated with managing a medical practice.

- No paper charts to store also means no supplies to order to make paper charts. With over 150 new patients a month coming in, this saves the practice over \$1,000 a month in chart supplies.
- Electronic claims and statements are processed at a flat fee each month, eliminating the entire cost of paper, envelopes and postage for the practice.

## Sage Intergy: A Key Component in Practice Expansion

With the main office well established, Dr. Jordan decided to move forward with opening a second location. Again, the Sage Intergy software was a big part of making this possible in an efficient and cost effective way. According to Montgomery, “Sage Intergy is definitely a part of why we were able to open the second office. Being paperless makes it much easier.”

“Both sites benefit from real-time chart access. Patients are happy because regardless of which site they visit, their chart follows them.”

– Mike Jordan, M.D.  
East Lake Pediatrics

Now, almost four years later, Dr. Jordan stands behind the decision to go paperless with the Sage Intergy suite. Having an electronic solution for his practice management and EHR has enhanced the ability of his practice to grow. “The practice has grown from one office to two and business is still picking-up,” said Dr. Jordan. And, with the expected addition of a third physician in the coming months, the practice shows no signs of slowing down. One of the key benefits that Dr. Jordan sees with Sage Intergy is that, “Both sites benefit from real-time chart access. Patients are happy because regardless of which site they visit, their chart follows them.” Patients love the convenience as do the physicians and staff.

