

Sage Intergy EHR | Success Story

Front Range Brain and Spine

Experiencing Dramatic Workflow Improvements with the Sage Intergy Suite

● CHALLENGE

With approximately 300 new patients per month, the practice needed an efficient means of managing patient charts. Also wanted to improve physician workflow and access to information.

● SOLUTION

Installed the Sage Intergy system with document and image management component. The practice began scanning charts for upcoming appointments and stopped creating new paper charts. Surgeons now have online access to records, lab results, etc.

● RESULTS

Reduced overtime by \$40,000-50,000 a year; Tx completed in 24-48 hours; Claims out within 24 hours instead of 10-14 days; Accounts Receivable reduced by 20 days; Saving \$2,000 a month in charting supplies. dramatically improved efficiency. They have also reduced chart management and supply costs and expect to see ongoing cost savings for the next several years.

SPECIALTY

Brain & Spine

LOCATION

Colorado

NUMBER OF LOCATIONS

One

NUMBER OF EMPLOYEES

4 Surgeons, 29 Staff

SOLUTIONS USED

Sage Intergy

Sage Intergy EHR

Sage Intergy Practice Portal

Realizing Dramatic Improvements with the Sage Intergy Suite for Practice Management and EHR

Nancy Timmons, administrator at Front Range Brain and Spine, uses the words “dramatic improvement” a lot when talking about how implementing Sage Intergy and Sage Intergy EHR have impacted the practice. The practice, in business for nearly 30 years, sees approximately 300 new patients each month. Managing the time and expense of new charts was a big issue for Front Range. With their surgeons spending close to 60% of their time outside of the practice, they needed to streamline the physician workflow while making sure they had easy access to the information they needed when they needed it from wherever they might be. The switch to the Sage Intergy Suite was made largely in response to these two major issues.

The practice expected communication and access to information would improve by scanning active patient charts, creating new charts electronically and using task management. These changes along with dictation and transcription tools, would streamline workflow. In addition, Timmons hoped that Sage Intergy’s more comprehensive billing and collections tools would also help reduce their A/R and increase overall collections.

Workflow Improvements Decrease Overtime, Save Money

In January 2003, the Sage Intergy practice management system was installed and was soon followed by the document and image management component. Immediately, the practice began scanning charts for upcoming appointments and stopped creating new paper charts. The entire practice was accessing active patients electronically. Workflow improvements were visible from the start. Everyone from billing staff to surgeons on their hospital rounds had access to up-to-date patient chart information right when they needed it. The result was the virtual elimination of overtime and a savings of \$40,000-\$50,000 a year.

Electronic Charting Saves Space and Improves Accessibility

As expected, the storage space needed to house old charts began to dwindle. “The space that was used for current charts was turned into new workstations for two employees,” says Timmons. “We keep old charts for seven years so each year we are able to get rid of years worth of charts. In another two to three years we will have eliminated chart storage completely.” In addition, the practice has seen a savings of \$2,000 a month in charting supplies. Plus, Timmons has also been able to let some employees work from home thanks to the online access to charts and other data.

The transition to Sage Intergy EHR followed the initial practice management implementation bringing yet another beneficial workflow improvement to the practice. “We love the Sage Intergy EHR product! It is outstanding”, says Timmons, and the remote accessibility is a key for the providers at Front Range.

For the surgeons, the Sage Intergy suite has provided them with improved flexibility making them more efficient in their daily tasks. In the past, to deal with tasks such as phone calls, refills or reviewing lab results, they had to return to the office. “Often, a surgeon might spend an extra one to two hours a day running back to the office to deal with tasks,” Timmons recalls. “Now, if they have 10 minutes of down time at the hospital they can get online and work on some tasks. They can also work from home if they need to.”

Sage Intergy EHR Significantly Reduces Transcription Turnaround Time

Changes to the dictation and transcription process have further enhanced the physicians’ workflow. In the past, it could take as long as seven to eight days to turn around notes. Dictation went to the transcriptionist on tape, then the chart had to be found, after which the notes were transcribed. Finished transcription would be sent to the doctor for review and might sit on his desk for a day or two before he could get to it. Now notes are dictated and the .wav file is transmitted electronically. Often, the transcription is completed in 24-48 hours. For stat cases, this is particularly beneficial. When notes need to be transcribed urgently, it can often be done in a matter of minutes.

Reducing Days in AR with Advanced Electronic Billing

The clinical areas are not the only ones with dramatic improvements. While Front Range had been using some electronic billing before implementing Sage Intergy, it has seen huge enhancements with the new software. With the claims and statements services from Sage, claims are always out within 24 hours, whereas previously it would take at least three to four days and often took as long as 10-14. The average Accounts Receivable has continued to improve each year according to Timmons. From first quarter of 2004 to first quarter of 2005, the number of days in AR was reduced by 20, and she says the change from 2003 to 2004 was even more dramatic. “The claim turnaround has really been reduced,” says Timmons. “A good example is Tri-Care, which was often months and is now around seven days.”

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– Nancy Timmons
Practice Administrator, Front Range Brain and Spine

Reaching Farther, Enhancing Customer Service with the Sage Intergy Practice Portal

Expanding the Sage Intergy suite even farther in 2007, Front Range implemented the Sage Intergy Practice Portal to provide their patients with another means of communicating with the practice. Timmons believes that the Sage Intergy Practice Portal is an excellent tool because more patients are internet savvy these days and are looking to that medium as a means of communication. Front Range is staying at the forefront of the technology curve using the Sage Intergy Practice Portal for electronic prescription refill requests, patient paperwork, billing questions and more as they look to maximize communications with their existing and new patients.

Indeed, there is no doubt that Timmons is right when she says the practice has seen dramatic improvements in all areas of the business. From physician workflow to claims processing to responding to patient inquiries, there have been enormous enhancements. “The improved access to accurate information hasn’t just benefited the practice, it has also really improved our customer service,” notes Timmons. “Patients actually comment on it!”