

INTERGY EHR BY SAGE

CUSTOMER SUCCESS



Keeping It Simple with Intergy by Sage and Intergy EHR by Sage

Iredell Nephrology

More and more new practices are choosing to implement automated solutions for practice and clinical management before they even open their doors. This is the choice that Willie Whitaker, M.D. made when he relocated to Statesville, NC and opened his private practice, Iredell Nephrology. “Dr. Whitaker had been in a group practice for many years before moving and had seen how inefficient a paper-based system can be,” explained Rene Whitaker, Office Manager and Financial Officer for Iredell. “He knew exactly what he wanted from the beginning—a paperless office.”

Dr. Whitaker was looking for as much Web-based, Windows-style access and connectivity as he could get, and he was looking for a system that would continue to develop over time. Another provider recommended Intergy by Sage, and Dr. Whitaker took a look. He compared it to other systems and decided it was the best choice for his needs.

With Intergy Practice and Intergy EHR by Sage, he could manage everything from the front desk to the encounter to billing and streamline access to information and task management. He could also avoid a lot of the costs incurred by a start up practice such as new chart supplies, storage and transcription. In addition, he hoped to keep his practice staff small while growing his patient load.

For more than three years, this single-provider practice has been growing exponentially. “The practice keeps growing in leaps and bounds,” says Whitaker. “We started with no patients and now we have so many, we can hardly keep up. Every six months it’s bigger and bigger.” With all the growth, you might think the practice would be adding staff hand over foot, but they are reluctant to add staff unless absolutely necessary. According to Whitaker, “The system really enables us to manage the workload even as our patient base grows. So, if we decide to add another provider at some point, like a Nurse Practitioner, we won’t have to hire a bunch of staff to support that person.”

Intergy has helped make this possible for Iredell Nephrology with an intuitive system that offers all patient information in a central location, flexible task management tools and customizable encounter documentation. They have achieved a virtually paperless practice in an environment that would normally pose a tremendous challenge. “We have a moderately high call volume no matter how efficient we are because we work with chronically ill patients, but with Intergy we get things done faster and patients wait less,” says Whitaker.

The staff at Iredell set up the system in a way that works for them, creating electronic charts starting with their very first patients, “The electronic chart makes a huge difference especially with

Customer:

Iredell Nephrology

Specialty:

Nephrology

Location:

North Carolina

Number of Locations: One

Number of Employees:

One physician, three staff

Products:

- Intergy Practice
- Intergy EHR

CHALLENGE

To build a new practice from the ground-up on the principles of a “paperless office,” complete with automated solutions for practice and clinical management.

SOLUTION

Implemented Intergy Practice and Intergy EHR to maintain electronic charts instead of paper ones. Avoided startup costs for charts, storage and other supplies right from the beginning.

RESULTS

The practice has avoided or reduced many practice costs including transcription and they respond to patient needs faster. They will also be able to add another provider without adding more staff.

chronic disease patients,” explains Whitaker. “It is much easier to look up information. Without the need to pull a chart, I can see if someone is trying to refill a prescription too early or check to see a comparison of their Creatinine between last September and now.”

The electronic documentation provides more than the ability to quickly look up information; it provides the ability to address multiple tasks in one system. “In other practices where I have worked, you would have to go to multiple people or places to get answers to a set of questions like a prescription refill, a billing question and to find out a lab result,” recalls Whitaker. “With Intergy, the person who answers the phone can address all those questions from a central location with no need to put people on hold and transfer them around. We are really on top of things with this system.”

The efficient processing and tracking of prescriptions is a favorite feature of Whitaker’s and for many of the pharmacies the practice works with. According to her, “What’s nice is that it provides a clear baseline of what the patient is taking that is easy to read and access. Along with the drug utilization review (DUR) tool, it helps us to avoid errors and potential problems, which is a real benefit. In addition, the pharmacies love it. They have all the information they need—from name, drug and dose to date of birth and allergies—and it is very easy to read.”

Dr. Whitaker appreciates the electronic encounter documentation and clinical task management, which he uses everyday. “He likes to see the documentation as he goes along,” Whitaker says. “He makes changes and adjustments as he goes so he can get the exact content and look he wants before he sends it off to a referring provider. He is very meticulous, and this system allows him to move things around and make changes until it is exactly what he wants.” The system is so flexible that it also works well for Rene Whitaker who likes to do things a little differently. According to her, its one of the things that is nice about Intergy, “You can either drill down to the most specific detail possible or select quick favorites and standard text to get it done quickly. Both are accurate and easy to do, they are just different.”

Similarly, you have the flexibility to document encounters entirely through electronic notes, a combination of notes and dictation markers or using straight dictation. Currently, Iredell is trying different strategies to find what will work best for them. “I think we need to do electronic documentation with dictation markers for the more complicated pieces,” Whitaker says. “That way he doesn’t have to

type in complex descriptions and it goes through the Transcription Manager, which is also a very fast turnaround for notes.”

More than just the tracking you get from documenting encounters, prescription refills and other events electronically, Intergy also provides levels of internal tracking that Whitaker finds helpful. Dr. Whitaker uses the Task Manager to make requests throughout the day and it provides a level of tracking that you could not have without automation. Rene Whitaker jokes about his use of the system, but recognizes the benefits, “Sometimes I think he uses it too much because he sends out so many tasks to the staff, but the truth is that it helps us effectively track what is and is not getting done, and it provides a record of everything we do.”

In addition to the tracking and easy availability of clinical data, Whitaker appreciates all the billing features as well. Whitaker admits she was intimidated when she took over the billing, “I am a nurse and don’t have a background in medical billing. All I knew was what I had seen the office manager do before I took over. I used the Help features in Intergy to get the hang of things. I am not sure I could have done this without Intergy, or at least it would have been very difficult.” She also believes that if they were doing their billing manually, they would need to hire another person. Instead, she can do it herself and maintain a small staff.

At Iredell, they use the Help system for more than just billing. This type of system is new to the other two women working in the practice who both came from hospitals and had never worked in an automated physician’s office before. Luckily, says Whitaker, they are both very inquisitive and fast learners. They have been teaching themselves new tricks and improving their workflow as they go. They use the Help system all the time to figure things out and they use the security features that track actions in the system to see what has been done before and learn from that as well. Everyday they find new ways to improve efficiency.

When everything is said and done, Whitaker is very happy with Intergy, “It’s a good system. We have the information we need, our supply costs are very low, and we keep finding new ways to become even more ‘paperless’ and efficient like adding an electronic fax solution.” Even the patients are impressed she says. “They like the fact that when they need something from us, they get it quickly. The only downside is that now they expect that speed and efficiency so if they call and we say it might take a few minutes, their response is always, ‘But last time...’”

ABOUT SAGE SOFTWARE

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For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT CertifiedSM for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

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