

# Sage Intergrity EHR | Success Story

Kenneth Sampong, M.D.

Pulling It All Together with Sage Intergrity

## ● CHALLENGE

Remain a solo practitioner while increasing patient load. Move towards electronic records and eventual paperless office.

## ● SOLUTION

Implementation of fully integrated Sage Intergrity and Sage Intergrity EHR with a wireless network throughout the practice.

## ● RESULTS

90% reduction in supply costs; 100% improvement in overall workflow and efficiency; No need for chart storage in new office; Increasing patient load without increasing staff; Improved claim turnaround.

## SPECIALTY

Cardiology

## LOCATION

Florida

## NUMBER OF LOCATIONS

One

## NUMBER OF EMPLOYEES

One Physicians, 9 Support Staff

## SOLUTIONS USED

Sage Intergrity

Sage Intergrity EHR

## Moving To A Paperless Environment

In August 2003, Kenneth Sampong, M.D., left the medical group he had been with for many years to launch a solo Cardiology practice. His previous practice had used Sage Medical Manager, and, comfortable with that solution, Dr. Sampong continued to use it in his new business. He and his administrator, Sharon Coleman, were happy with the system and weren't necessarily looking to make a change. But in the fall of 2004, their sales representative invited them to a dinner meeting where he demonstrated Sage Intergrity and Sage Intergrity EHR. "We went because we were interested in learning more about electronic health records (EHR)," recalls Coleman. "Until we got there, we had no idea that there was a package solution like Sage Intergrity where all the pieces were so fully integrated into one system."

It wasn't long before Dr. Sampong and Sharon Coleman were talking about the benefits of being a paperless office and contacting their representative to purchase Sage Intergrity. They were convinced that Sage Intergrity would provide not only the ability to be virtually paperless but also that it would enable them to retain, capture and review more information, in more detail than they had previously been able to.

## Sage Intergrity — An Easy to Learn and Easy to Use Integrated System

By February 2005, Dr. Sampong's office had begun the implementation of the entire package of Sage Intergrity solutions. The phased implementation enabled them to learn the system one piece at a time and develop a comfort level before moving on. "We had several days of training with very helpful, patient trainers," says Coleman. "However, we didn't use all the training. We were able to self-train as we went, and that, combined with our great on-site training, was more than enough. We didn't use any of the e-classes that were offered. We just didn't need them."

## Reducing Chart Storage Space

Today, Dr. Sampong's practice is running at peak efficiency in a new 5,000 square foot office space. Because of Sage Intergrity, they were able to design the practice differently. "We actually designed the office around where the computers would be placed, put in a wireless network throughout and of course there was no need for storage space," explains Coleman. "I can't even say how many filing cabinets we had before to hold over 6,000 charts. Now it's a small room with three filing cabinets and a scanner for new documentation that comes in. If we had needed more storage, we would have had to design a much smaller reception area. It's a nicer space because we didn't have to do that."

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– Sharon Coleman  
Kenneth Sampong, M.D.

### Automating Charts Leads to Greater Efficiencies

Automating charts has other benefits as well. Instead of searching for charts to complete encounters, respond to patient inquiries and consult with referring providers, all the patient information can be easily found electronically in a central location. According to Coleman, “The overall workflow has improved 100% with the EHR, as has the flow of patients through the practice and our ability to respond to patient needs and inquiries.” The practice has also seen a 90% reduction in supply costs since implementing Sage Intergy.

With Sage Intergy and Sage Intergy EHR in place and all the charts scanned, Dr. Sampong’s office is now experiencing new levels of efficiency from scheduling to billing as all the pieces of the encounter process have been pulled together and streamlined into a single integrated system. “Now that we are so efficient and tasks are so much easier, nobody here can live without it, not even Dr. Sampong,” says Coleman.

The process starts with scheduling, which Coleman gets very excited about, “It’s great! You can look at every department, every provider, every resource, and see what is going on with everyone for a day or a week at a glance. I can easily tell at any given moment what Dr. Sampong is doing.” Then, when patient’s check in, demographics can be quickly updated. Nurses enter vitals and open the encounter form, which Dr. Sampong completes in the exam room. Almost all of his encounters can be completed using templates and favorites that were developed when the system was implemented. Once done, he signs off, and it is sent to billing. Transcription has been almost totally eliminated and the transcriptionist has been cross-trained in scanning. When tasks come up throughout the day, the staff uses the Task Manager to send and complete them, and Coleman checks at the end of the day to make sure all the tasks have been finished so nothing is missed. Once the encounters have been processed, a single transmission sends all the claims to the clearinghouse where they are distributed in a HIPAA-ready format to the payers, which has improved turnaround on claims.

### Patients Spend Less Time in the Waiting Room and Physicians Spend Less Time in the Office

“Dr. Sampong wants to stay a solo practitioner, but he also wants to grow his patient load as much as he can,” says Coleman. “Having Sage Intergy makes that growth a realistic goal.” And, it makes it realistic without requiring Dr. Sampong to work considerably longer hours by offering not only more efficiency in the practice but also easier access at home and at the hospital. Sage Intergy is making Dr. Sampong’s life and work better and his patients and referring providers have noticed the difference as well says Coleman, “We have definitely heard from the patients and the referring physicians because there is no waiting. This is especially true in the emergency room, where they have commented on how much better things are several times.”