

# Sage Intergrity EHR | Success Story

## Midland Women's Clinic

More Effectively Providing Specialized Care with Sage Intergrity EHR

### ● CHALLENGE

To upgrade to a system that offered cutting-edge practice and clinical management.

### ● SOLUTION

Implementation of Sage Intergrity and Sage Intergrity EHR provided the technology and support Midland needed to streamline efficiency and improve care.

### ● RESULTS

The providers are devoting less time after hours to documentation and the documentation is more accurate, resulting in improved coding and higher revenue. Overall staff efficiency has been improved and the number of staff will likely be reduced as a result.

### SPECIALTY

Obstetrics and Gynecology

### LOCATION

Texas

### NUMBER OF LOCATIONS

One

### NUMBER OF USERS

6 Providers, 22 Staff

### SOLUTIONS USED

Sage Intergrity

Sage Intergrity EHR with OB Chart

Sage Practice Analytics

## Taking the Big Leap - Switching to EHR

For 60 years, Midland Women's Clinic has been providing women's healthcare in Midland, Texas. Over that time a lot has changed. The practice has seen providers come and go. Business structures have changed. And, they have seen healthcare technology evolve and improve not only in the industry but in their own practice. As they have tried to ensure their ability to deliver quality care for everything from a cold to child birth, they have tried different solutions. Always in the forefront of each choice was the drive to find the right solutions to offer comprehensive care even in the most specialized situations.

In 2004, they realized that it was time to look at electronic health records (EHR). "EHR was out there and it was calling to us," says Marge Bossler, office manager. "We just knew we needed to do it. Our existing system was user friendly but just didn't offer the cutting-edge solutions we were looking for."

## Powerful and Efficient Software Solutions Help Increase the Bottom Line

Sage, with its Sage Intergrity suite of practice and clinical management solutions, did offer the cutting-edge solutions Midland was looking for. "When the sales rep came out to do the demo, we could see right away how easy it was to use and that we would be able to get what we wanted from the system without killing ourselves," recalls Bossler. "We didn't see that with other systems. In fact, one company wouldn't even come out to do a demo, they just sent us a CD."

Marge Bossler and Brady Locke, M.D., both admit to being a little skeptical at first about how much the system would really help once it was installed. And, they both admit to being pleasantly surprised. For Marge, the biggest benefits have been in reporting, practice communication and overall staff efficiency. For Dr. Locke

and the other providers, the biggest rewards have been the time savings, the enhanced documentation and the OB Chart. On the whole, the practice has experienced improved coding, resulting in higher revenue and an overall increase in both staff and patient satisfaction.

"The fact is that my doctors want to know the bottom line," explains Bossler. "They want to be able to see, at a glance, what our financial health looks like. With Sage Intergrity's practice management reports, I get most of what I need in a few minutes." In terms of managing that practice health, Sage Intergrity has been helpful as well with a range of fully integrated financial tools. By utilizing solutions such as HIPAA-ready claims and statement processing, easy-to-use closing, and electronic remittance, Bossler has seen some very tangible benefits.

## Reducing Collection Accounts and Denied Claims

The practice saw an immediate decrease in claim turnaround time when they started using electronic claims and statements. With the addition of Electronic Remittance Advice (ERA), it improved even more. "ERA works great," says Bossler. "I see the potential there for anyone to save so much time when you have a 100 page EOB posted in five minutes. It has really improved efficiency for us. We are so efficient now that my main posting person can both post and do the follow up, and I believe I have saved the practice the cost of a full time employee." The practice has significantly reduced the number of collection accounts that are outsourced, seen more accurate coding and had a reduction in denied claims. And, according to Bossler, that isn't all, "I had heard horror stories about learning to do closings in a new system and all the things that could wrong. Then I did it. It was so easy that I thought, 'this is too good to be true, I must have done something wrong,' but I hadn't. It really was that easy."

## Enhancing Clinical Workflow with Sage Intergy EHR

Once Sage Intergy was fully implemented for practice management, it was time to take the leap into the world of the EHR. Like many practices, the first step was to scan in the existing charts. "We started scanning charts for scheduled patients and once their chart was in the EHR, we would seal it so we would be forced to stay in the EHR," says Bossler. "Throughout the process, we were constantly reviewing our processes and the setup in the EHR and critiquing things so we could revise and restructure until we had everything set up the way we wanted it."

Now that the implementation is done, there have been a lot of features in Sage Intergy EHR that have enhanced the clinical workflow, but a few stand out to Dr. Locke. First and foremost is the improved documentation, which results in less time spent documenting, improved coding and better patient care. "I had been told by doctors who already had EHR that it would improve documentation, but it wouldn't save time," says Dr. Locke. "I was working so many extra hours already on documentation, and I was really hoping the EHR would save me time so I was worried. What I found with Sage Intergy EHR is that I both document better and I save time. I chart as I go and there are no charts to do at the end of the day. I think this is unique to Sage Intergy and that the other systems those physicians were using just weren't as good or as user friendly."

## OB Chart Provides a Comprehensive EHR, Including Prenatal Records and a Risk Management Solution

The recent Sage Intergy upgrade that provided the practice with the OB Chart module is something that the providers had been eagerly anticipating to more effectively support the specialized care during pregnancy. According to Bossler, "From the start, the OB Chart module was the thing that really clicked with the physicians. They were excited for it to get here, and everyone is using it now." The OB Chart module is a component of Sage Intergy EHR that automatically opens an OB Chart when a woman is registered in the system as pregnant. This new chart is both integrated and separate from the regular patient chart, making it easy to move back and forth between the two. The OB Chart offers easy management of prenatal care along with risk management tools and other documentation features such as automated gestational age calculations.

"With the OB Chart, I can document a visit in a few seconds," explains Dr. Locke. "It automatically populates the patient's demographic information when it opens. If it is a normal, healthy pregnancy, it automatically updates the encounter notes and you can just change what you need to change. You can document ultrasounds in addition to attaching the image to meet payer requirements for separate documentation on those. You can quickly switch to the regular chart and back again for reference or to document a separate issue such as a cold and ensure proper



coding and billing. You can draw pictures and diagrams and annotate images, which is very valuable, especially if you want to see progress over time."

## Electronic Prescribing Improves the Speed and Accuracy of Prescriptions

Marge Bossler and Dr. Locke agree that there are several other features that have made life at Midland Women's Clinic better. The providers can now access the entire system from home or other remote locations to view patient information or enter documentation. They have ePrescribing that enables them to quickly enter and send prescriptions, which are often ready when the patient arrives at the pharmacy. This has reduced the possibility of errors resulting from hard-to-read handwriting and reduced the number of patient and pharmacy calls. Task Management has improved overall communication throughout the practice and sped response times to address patient needs.

## Realizing a Quick Return on Investment

"The fact is that paper charts are just outdated," states Bossler. "With Sage Intergy you can do it all from making an appointment to sending out the claims all in one system. What more could you ask for?" The practice keeps seeing improvements in efficiency and revenue. Soon, they will convert old chart space into more work space for staff and nurses. Supply costs keep decreasing. With Sage Intergy EHR they expect to see a reduction in staffing of possibly two FTEs. With better coding and fewer denials, they have seen an increase in overall revenue. Based on these benefits and the knowledge that things keep getting better, Dr. Locke believes the practice will definitely see a quick return on their investment.