

# Sage Intergrity EHR | Success Story

## Pulmonary and Critical Care

### A Fresh Start with the Integrated Sage Intergrity Suite

#### ● CHALLENGE

A newly independent practice wants to go paperless from the outset.

#### ● SOLUTION

Sage Intergrity offers advanced clinical and billing features. Electronic documentation with Sage Intergrity EHR means patient charts are accessible in an instant, dictation and transcription services seldom necessary.

#### ● RESULTS

Saving at least 30 minutes each day on time previously spent responding to calls; Claims turned around 100% faster, averaging 14 days; Saving \$300 per week on transcription costs; Saving thousands of dollars per year in chart related expenses.

#### SPECIALTY

Pulmonology

#### LOCATION

Indiana

#### NUMBER OF LOCATIONS

One

#### NUMBER OF EMPLOYEES

Three Physicians, Seven Support Staff

#### SOLUTIONS USED

Sage Intergrity

Sage Intergrity EHR

### Going Paperless From Day One

In January 2004, Pulmonary and Critical Care (PCC) split from its hospital group to become an independent practice. "We started with a clean slate," recalls Matthew Koscielski, M.D. "So we chose to go paperless right off the bat for both efficiency and financial reasons." After a careful search, they selected Sage Intergrity as their technology solution. Sage Intergrity's advanced clinical and billing features along with the physicians' long-term business relationship with Sage made the decision an easy one.

### Streamlining Chart Processes Yields Immediate Results

Wanting to become paperless as efficiently as possible, PCC decided to begin by scanning approximately 3,000 patient charts into the system with Sage Intergrity EHR. Pulling charts for encounters, refills, labs, and other inquiries went from taking 90 minutes a day per physician to being an instant task that anyone in the practice could accomplish in seconds. An additional benefit of the removal of the charts was the ability to more efficiently use the office space where the charts were previously stored. PCC was able to add a new physician to its staff within the existing facility and saved thousands of dollars per year in chart related expenses to boot! According to Dr. Koscielski, "Streamlining the chart pulling process and managing our space more efficiently has allowed us to improve service and more easily accommodate new patients. These are critical items to us as we develop our practice."

### Realizing Efficiencies from Staffing to Claims

The advanced scheduling and registration features of Sage Intergrity improved operations even further. The use of these features allowed the practice to absorb the workload associated with the addition of the third physician by adding a part time rather than full time staff person, saving the practice approximately \$15,000 per year.

Using Automated Eligibility Verification (AEV), the staff has been able to check patients' health coverage before services are rendered, resulting in fewer denied claims and improved patient satisfaction. According to office manager Debby Seltzer, this use of AEV, along with daily electronic submission of HIPAA-ready claims has resulted in, "claims turning around nearly 100% faster with an average turn around of 14 days." Being able to check the status of outstanding claims enables PCC to address issues on unpaid claims quickly, improving the payment of those claims as well.

### Capturing Complete and Accurate Hospital-based Encounters

Although now independent from the hospital, a majority of PCC's patient encounters take place at the hospital and are billed through the hospital. Dr. Koscielski believes that using the wireless and Internet access provided through Sage Intergrity has improved the process of capturing hospital charges and made those charges more complete and accurate. Since the PCC physicians have little to no control over the timing of the hospital consultations or the associated billing process, being able to quickly and easily document the visit and submit a complete encounter note with charges provides them with a higher degree of confidence that the hospital-based encounters will be managed efficiently, thus improving the bottom line of the practice.

### Optimizing Clinical and Administrative Processes

For the practice, electronic documentation of both hospital and in-house charges makes a big difference in dictation and transcription time and costs. Two of PCC's physicians have completely eliminated dictation and the third is on his way. Currently, this saves the practice \$300 a week on transcription services and further savings of approximately \$150 a week will be realized when the third doctor finishes his transition. In addition, notes are accurate and easy to read, which has reduced calls to the practice and time spent addressing questions from pharmacies, referring physicians, and patients. Seltzer estimates that the staff are saving at least 30 minutes a day in time previously spent responding to phone calls. This and other time savings have freed staff to work on other tasks such as collections, improving the overall Accounts Receivable.

### Intuitive Solutions With an Eye Towards the Future

All of these new savings and efficiencies are packaged in a system that Seltzer believes is "very easy to pick up and learn." According to her, "The system is so easy and intuitive, you can virtually train yourself." Dr. Koscielski feels confident that Sage Intergy will enable his newly independent practice to grow and meet new challenges over time. "Thanks to this system, we will continue to see new efficiencies and savings as we get more and more adept and add new features into the future."

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– Matthew Koscielski, M.D.  
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