

# Sage Intergy EHR | Success Story

## Tucson Gastroenterology Specialists

Getting the Predicted Results with Sage Intergy and Sage Intergy EHR

### ● CHALLENGE

Replace an outmoded practice management system. As the staff have little computer experience, it is essential that the new system be easy to learn. Simplifying the charting process and user-friendly access to data are critical to a successful installation.

### ● SOLUTION

Sage Intergy provides a Windows-based system that can grow with the practice and will facilitate the transition to paperless records.

### ● RESULTS

Transcription is turned around 2-3 days faster; Saving nearly 5 minutes per prescription refill; Responding to patient inquiries 50% faster; Increase in revenue of 3-5%; Increase in patient load of 3-7%.

### SPECIALTY

Gastroenterology

### LOCATION

Arizona

### NUMBER OF LOCATIONS

One

### NUMBER OF EMPLOYEES

4 Physicians, 1 Nurse Practitioner,  
30 Support Staff

### SOLUTIONS USED

Sage Intergy

Sage Intergy EHR

## Choosing The Right Software

Sometimes things just don't work out the way you plan. Sometimes they do. At Tucson Gastroenterology Specialists, they know this firsthand. When asked why they chose to implement Sage Intergy and Sage Intergy EHR, Joanne Edwards, practice administrator, explains just how things weren't working out with their old system and then they chose the Sage Intergy software and now things are coming together just as she predicted.

Several years ago, Tucson Gastro purchased a new practice management system based on the advice of a consultant. The system was installed and from the beginning it didn't work the way they needed it to. "Whether it was the system itself or the implementation or the training, I can't say," says Edwards. "Whatever it was, this system was not working for us and after hearing a lot of complaints and frustrations I suggested we make a change."

## Increasing Patient and Employee Satisfaction

The 25-year old practice serves over 100 patients a day in addition to running an ambulatory surgery center. Many of the staff felt challenged by using new technology and had little experience with computers. In a facility where most of the patients each day are new, the staff has minimal computer knowledge, and growth and patient satisfaction are top priorities, simplifying the charting process and user-friendly access to data were critical to a successful installation.

## A System That Grows With Your Business

"We chose the Sage Intergy system for a few reasons," recalls Edwards. "It was Windows®-based, we felt comfortable with future product development plans, it would grow with us, and we could go paperless." Once she did the cost benefit analysis, it was an easy decision. Her analysis indicated the possibility of significant savings across the enterprise and a payback of their initial investment in less than a year. The details of her analysis showed:

- On paper costs alone, the practice would save \$50,000 a year
- Once the surgery center reports for colonoscopies and other procedures were added and being scanned, the practice would save an additional \$30,000 a year in ink and photo paper
- There would be an additional \$30,000 savings each year in charting supplies such as tabs and dividers
- They could eliminate \$100 a month or \$1200 a year in offsite storage
- The practice could eliminate a part time transcription assistant who was working 10-12 hours a week for a savings of \$120-\$144 per week or over \$6000 a year
- There would be an estimated increase in revenue from improving coding by 3-5% and increasing the patient load by 3-7%
- The practice would have the space to add another provider

## Efficiency Predictions Come True

Above and beyond the cost savings and increases in revenue, Edwards predicted time savings and improvements in efficiency throughout the practice. Many of her predictions have already come true, including:

- Transcription is turned around in 24 hours instead of 3-4 days
- Soon, the person processing transcription will be able to cut back to part time
- Prescription refills are easily completed in 15-20 seconds as opposed to the 5 or more minutes it took previously
- The practice is responding to patient inquiries 50% faster, which has resulted in a noticeable increase in patient satisfaction
- As a result of being able to access up-to-date patient information from anywhere in the practice, staff across the organization are finding other daily tasks simpler and more efficient

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– Joanne Edwards  
Tucson Gastroenterology Specialists

## Realizing the Benefits of Enhanced Productivity

Nurse Practitioner Vicki McIntyre agrees with Edwards’s assessment of how things are progressing in the practice. Even though the implementation and training on the Sage Intergy EHR is ongoing, she sees improvements and asserts that her time is being used more efficiently. She also knows that, “The more you do it, the faster you become at it. It becomes routine.” She believes the other staff will find that to be true as well as they use it more and more.

“Right now, people are still in the learning phase and they can see some benefits but it hasn’t totally hit them yet,” says Misty Strout, director of operations, who has worked closely with Joanne Edwards to test the system and implement the software and training. “Once we are done with this process, I know everyone will really love it. The providers who are using it already love the task management and chart access.”

The Sage Intergy software is showing the results Edwards had hoped for and this is only the beginning of this process. Once all the clinical systems have been implemented, the sky’s the limit for improving workflow, patient satisfaction and revenue. Says Edwards about the future, “It doesn’t take much to see what this can do for us.”