

## CUSTOMER SUCCESS



### Medical Imaging Northwest

#### The Right Time for Growth with Intergy RIS by Sage

Founded 60 years ago as a single-provider practice, Medical Imaging Northwest has thrived through many changes in healthcare and imaging. Today, there are over 20 radiologists, serving two sites and three hospitals with a third facility opening soon. This growth is evidence of a proven track record of success that has been built on making the right decisions at the right time.

In 2003, it was the right time to add a second imaging center. “We were ready to grow and we knew we wanted to make the new center completely filmless and paperless,” said Rae-Lynn Bidon, A/R manager. “Our existing, homegrown system was not going to be able to support this kind of growth or other issues like HIPAA, so we began looking for a new system.”

Bidon wanted a solution that would be fully integrated front to back, offer comprehensive reporting capabilities, and help improve customer service to both patients and referring providers. After looking at a range of software options and traveling to several site visits, she felt confident in selecting the Intergy RIS by Sage radiology solutions. “It was the user-friendliness that really sold me on Intergy,” recalls Bidon. “It was clear that we would never have to spend three months training new employees and we would get the fully-integrated solution we wanted with all the features we were hoping for.”

The new site started out paperless and filmless from the first day. Once patient information was entered in the system and an electronic chart was created, all new data could be entered or scanned and saved to that record. Then, the patient information and studies could be accessed from anywhere in the practice or via the Internet at any time. Not only does the new system save time by eliminating data re-entry, it reduces errors, speeds access to information, and saves money.

While efficiency and customer service were the main goals, the new environment has resulted in significant cost savings. By launching the second site as an automated center, Medical Imaging Northwest avoided hiring three full-time employees to manage records. They also eliminated the need to make paper charts. With approximately 1,000 new patients a month being seen at the new site, the result is a savings of \$7,000 a month in charting supplies. In addition, there is a huge

**Customer:**

**Medical Imaging Northwest**

**Specialty:**

Radiology

**Location:**

Washington

**Number of Locations:** Three

**Number of Employees:**

21 Radiologists

**Products:**

- Intergy RIS
- Practice Analytics

**CHALLENGE**

Opening a new center that will be filmless and paperless requires a fully-integrated solution that speeds access to information and offers comprehensive reporting capabilities.

**SOLUTION**

Using Intergy, all patient information is entered into the system and an electronic chart created. The record can be updated easily by entering or scanning new data. Patient information and studies can be accessed from anywhere in the practice or via the Internet at any time.

**RESULTS**

Avoided hiring three full-time employees to manage records at new site; Saving \$7,000 a month in charting supplies at new site; Saving more than \$5,600 a month in film costs at new site.

savings in film costs. Currently, a single sheet of film is about \$7.50, and a study often uses multiple sheets of film. With an average of three sheets per visit for 250 patients a month, that is a savings of \$5,625 a month. These numbers will grow as the new site gets closer to reaching its capacity of seeing 150 patients a day. “We also won’t need to hire additional staff as we move towards reaching our capacity,” Bidon says. “We can keep growing with the staff we have.”

In spite of the changes and the ongoing growth, the staff are happy. According to Bidon, they are actually too efficient. They had expected a long period of adjustment where the workload would be heavier and less efficient. This was not the case. The staff picked up the new system quickly and there was an immediate surge in efficiency in most areas. “Everything is working the way it is supposed to for the most part,” says Bidon. “The staff love it. They love being digital, they love how efficient it is, and we all have the access we need right when we need it.”

Bidon also says that the technologists are happier. They don’t have to re-enter data, they have access to patient histories, and they have worklists so they never lose patients in the system—something which was once a real problem for them. “It was one of the comments we heard most from technologists,” explains Bidon. “In the old system, a patient would get ‘lost’. They would be left sitting in a dressing room for an hour. That is no longer an issue and we can track what the technicians are doing any time we want to.” The staff has found there is a lot more accountability with Intergy, and they like it.

The patients like it as well. “All along we wanted to improve customer service,” Bidon says. “One example of how we have done that is with the Patient Flow Tracking. We were able to see that we were having a problem staying on time and the biggest problem area was after the technicians brought patients back from the waiting room and before they did the study. Now, we can work on that and try to make improvements to reduce that wait time.” Patients have commented on the improvements, especially in the area of the privacy of their personal information.

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Medical Imaging Northwest has also been able to improve its service to the referring physicians. New reporting capabilities have made it possible to market to referring providers more effectively. Improved radiologist workflow has resulted in better turnaround time and communication with referring physicians. Comprehensive task management within the facility has created much more efficient responses to referring provider issues. In the past, if a referring doctor had an issue and called the imaging center it could take as long as a week to respond. Today, the turnaround is much quicker.

Rae-Lynn Bidon is very happy with the solutions that the organization has implemented. The older imaging center is almost through its transition to an entirely filmless environment and so far so good. Now, they are adding another location as well. Intergy is indeed providing the tools Bidon had expected to assist them with effective growth.

## ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

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 Certified<sup>SM</sup> for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

## Sage Software

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