



## Physicians' Medical Center of the Ozarks

### Growing While Improving Care with Intergy by Sage and Intergy EHR by Sage

Often, we associate technology with urban areas where there are high speed connections in every building and easy access to support. But, what about the 20% of the people in the U.S. who live in rural areas? At Physicians' Medical Center of the Ozarks (PMCO), the providers believe that their rural population deserves the best possible care and to provide it requires comprehensive, integrated electronic solutions.

To address the need for easier access to better care, PMCO made a bold move. In a year, they quadrupled the size of their staff including three physicians and one Nurse Practitioner, added a series of cardiac clinics, added an internal laboratory, established a diagnostic center, and are preparing to open an ambulatory surgery center. All this to enable their patients to more easily access care at one location instead of traveling as much as three hours for some procedures.

"We have an aging population and they get anxious about waiting and traveling from one place to another. Many already come as far as 20-50 miles to get here, and a lot of them don't even drive," explains Amy Sue Cordes, CMAS. "There was a real need for a more comprehensive care facility where they could come for a visit and have labs, tests and even procedures done in one place."

All the change and growth required a new clinical and practice management system with more flexibility and the ability to grow with the practice. Sage Software products Intergy by Sage and Intergy EHR by Sage were chosen to provide improved communication between the staff, more effectively manage encounters and speed access to patient and practice data. "Initially we thought about using a cardio-specific system, but we're glad we didn't do that," says Cordes. "We ended up expanding our services to provide more diversity in care, and Intergy has allowed us to do that where another system wouldn't have."

The entire staff accessing and entering data electronically means that in each area of the practice the employees can save new information directly into patient records and access that data quickly whether it is at the front desk or the Ultrasound. "We still have one physician who is using some paper, but he is about ready to make the change," says Cordes. "Once we finish getting him transitioned we will have everyone working electronically."

When Intergy was implemented, PMCO began scanning charts each week for the patients who were coming in the following week. The three new physicians and the Nurse Practitioner then

#### Customer:

**Physicians' Medical Center of the Ozarks**

#### Specialty:

Diagnostics, Cardiac Clinics, Surgery, etc.

#### Location:

Arkansas

**Number of Locations:** One

#### Number of Employees:

4 Physicians, 72 Staff,  
2 Nurse Practitioners

#### Products:

- Intergy
- Intergy EHR
- Practice Analytics

### CHALLENGE

To provide a rural population with comprehensive healthcare services at one location. Expanding services required an integrated electronic solution that would make data more manageable and accessible.

### SOLUTION

With Intergy and Intergy EHR, charts have been scanned and new data is entered into the record electronically. This has enabled PMCO to reallocate three staff members to other positions to improve efficiency.

### RESULTS

Patient load increased; Supply costs reduced by \$8,000 per year; Images and reports available same day; Lab test turnaround less than 24 hours; More efficient use of staff; \$100,000 a year saved in transcription costs; 780 hours and \$215,000 saved on time spent reviewing cases prior to encounters.

entered new data into the record electronically, while one physician's notes are transcribed almost immediately using the Transcription Management System. Intergy is enabling that doctor to make the transition to the new system at his own pace and is providing added efficiency to each step in the process without forcing him to make the change to electronic documentation until he is ready. With all the charts scanned and no new charts coming in, PMCO was able to reallocate three staff members to other positions to improve efficiency.

Encounters are documented using Encounter Note, a system that utilizes the Medcin® nomenclature to capture the visit and produce clinical notes. Since installing Intergy, Cordes has worked to develop sets of encounter templates for the various areas of care. She has used Medicare guidelines to ensure that the providers are satisfying visit requirements and combined that with each of their specific needs for different encounter types. Forms have been customized for basic visits as well as specialty areas such as the cardiovascular risk reduction clinics, hormone replacement therapy, pain management, and Osteoporosis. With the three new providers using the encounter system, PMCO has avoided incurring transcription costs for them, a savings of approximately \$100,000 a year. The system has also enabled the Cardiologist to streamline case review. The system captures all the necessary data and translates it into flowsheets that can be quickly reviewed before entering the encounter. Previously, case reviews took as much as three hours a night, costing more than \$215,000 a year.

Cordes is also developing templates for use by technicians in the diagnostic center. The notes are currently transcribed and many of the diagnostic images are already imported directly to the patient record. Cordes believes the speed and efficiency of completing studies in this way has been one of the biggest time and money savers they have seen yet. With turnaround reduced to less than a day in most cases, \$8,000 in savings each year on supplies such as ink and wax cartridges and the elimination of 20 reams of paper, it's easy to see why. Still, she believes there is room to make it even faster and easier with Encounter Note.

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In addition to being able to access visit documentation and many studies almost immediately, the practice is also using electronic prescriptions and labs. The requests for both are now done instantly and there is no concern about legibility. With the new in-house lab, tests can often be done and results sent to the provider while the patient is still in the building. There are far fewer calls from patients and pharmacies with medication issues, and all tests and medications are documented in the chart automatically. No time is wasted tracking down charts, finding the provider, completing the task and then replacing the chart. This is especially important as the surgery center gets ready to open its doors.

Intergy has made it possible for PMCO to grow effectively while providing the kind of care their patients need. According to Cordes the practice couldn't be doing what they are doing without Intergy. "I can't see us functioning without Intergy. It's given us the flexibility to quickly respond to the demands of the community and medical needs of the patients, which ultimately improves their quality of life. We've been able to put controls in place that help ensure things don't get missed and errors are avoided. Everything is timelier now with patients getting all the care they need in a day or two at one location instead of spending weeks driving from place to place, seeing multiple providers and telling their story over and over again. All this and we are seeing more patients a day."

## 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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