

## INTERGY EHR BY SAGE

### CUSTOMER SUCCESS



## Upper Michigan Cardiovascular Associates, PC

### Keeping Pace with Intergy Practice by Sage and Intergy EHR by Sage

“Cardiology is a growing field where patient volume keeps increasing and the practice is growing whether you implement new technology or not,” explains Shawn Wagner, chief operating officer at Upper Michigan Cardiovascular Associates (UMCA). “You can continue to add staff and expand the space or you can get creative and look at ways to be more efficient. We wanted to find a way to get rid of the chart and not have to move or hire more staff.”

With or without new technology solutions, UMCA was growing—fast. Already managing 75 people working in three locations and serving 15 hospitals, the practice needed to make some changes before growing any further. Wagner began looking at Windows®-based solutions and decided on Intergy by Sage. “It was obviously intuitive and easy to use,” he recalls. “With 75 people in a fast-paced business to switch over it needed to be something they could pick up quickly.”

UMCA needed solutions that would keep pace with their booming growth. The software had to be easy to learn to avoid a prolonged training period or downtime, and it had to be scalable and flexible enough to meet a wide range of work styles. Intergy Practice and Intergy EHR offered an intuitive, patient-centric design with a lot of customizable features. The staff are more efficient and happier and the providers are more streamlined and connected, which is enabling them to meet other challenges head on.

Since the process of scanning charts and using the Intergy EHR began, Wagner says, “The office is quieter, calmer. With everybody looking for charts before, running around saying ‘have you seen this or that’, the noise volume and stress level were always high. Now it’s just a nicer environment to work in since people can access what they need from their desks without getting up.” They still have about 20% of their charts to scan and their records staff is doing that, but they have reduced the size of that staff since there is now 70% less running around delivering chart information.

“This is a dynamic practice so it’s hard to do ROI because we are going to grow and probably move at some point regardless, but we are getting much of what we were looking for in terms of streamlining and simplifying,” says Wagner. “One thing we really wanted was a low staff turnover and this is definitely helping us with that.”

#### Customer:

**Upper Michigan Cardiovascular Associates, PC**

#### Specialty:

Cardiology

#### Location:

Michigan

**Number of Locations:** Three

#### Number of Employees:

17 Providers, 7 Mid-level Providers, 51 Staff

#### Products:

- Intergy Practice
- Intergy EHR

### CHALLENGE

A practice that is experiencing booming growth must find a way to get rid of the chart to avoid having to move or hiring more staff. The software must be easy to learn, scalable and flexible enough to meet a wide range of work styles.

### SOLUTION

With Intergy Practice and Intergy EHR, charts are scanned into the system and other documentation is entered electronically. The result is much easier access and much less stress on staff.

### RESULTS

Reduced chart management staff; Phone message response improved from 30 minutes to seconds; Patient discharge time improved from over 30 minutes to less than 5 minutes; Saving \$6,000 a year on copying supplies; Hired 3 new providers without adding administrative support staff.

In addition to chart access, other tools that are improving the staff experience and supporting growth include the Clinical Task Manager and the Fax Manager. Like automating charts, the Clinical Task Manager has removed a lot of running around for the staff. Instead of taking a message, pulling the chart, and delivering the chart and the message to the nurse, the task is sent electronically. The nurse can then answer immediately. According to Wagner this has reduced the process of dealing with messages from 30 minutes to 30 seconds. What comes as a surprise is how this process has affected the billing office. "No phone call goes unanswered here," Wagner says. "When the front desk is not able to answer, the calls go to the billing office. That happens less now, and when it does, the billers can quickly task the calls electronically. They also use the Task Manager to task questions regarding billing issues instead of getting up and looking for people and charts. So, the workload in the billing office is better managed now."

Now that records and documentation are entered electronically or scanned, there is fast easy access to information not only for the staff, but also for referring physicians. Previously, sending reports to referring providers was a tedious and time consuming task for the staff. With the Fax Manager all the referring providers are entered in, and reports and other information can be faxed directly from the transcriptionist's computer in seconds.

Physicians within the practice are also more productive, largely because they have access to information even when they are at the hospital. With 80% of the encounters taking place at one of the 15 hospitals, UMCA used to send out approximately 300,000 copies of documentation for various purposes to the hospitals and referring physicians. Now, the providers can access records online. Not only is this saving over \$6,000 a year in supplies but it has also resulted in faster discharge for patients. Often they are released in minutes instead of a half hour or more.

For the physicians this connectivity is very different from their prior experience. "They are much more efficient because they are actually connected to the office now," explains Wagner. "Before, they would

***"We have added three new providers since implementing Intergy without the need to add more support staff."***

come in maybe once a week if that and if they had time off it could be weeks without seeing them. Now they are connected to us all the time."

According to Thomas D. LeGalley, M.D., F.A.C.C., "The transition to electronic medical records was remarkably easy even for those of us who were not completely computer literate. The EHR provides easy and quick record accessibility so that we no longer need to have bits and pieces of records faxed from our office, and we no longer need to carry copies of charts to the hospital or outreach clinics. When a referring physician calls for a consultation or question on a patient, that patient's record can be called up quickly on the computer while we are on the telephone so we can make recommendations or appointments at that time, rather than calling back later after reviewing paper charts."

Dr. LeGalley believes that, "With the initiation of EHR, we have been able to reduce our office staff by attrition, thus saving on personnel costs. The system has been remarkable in its ease of use and has made our practice more efficient and cost effective with less chance of errors." Wagner agrees, "We have added three new providers since implementing Intergy without the need to add more support staff. For our group, with this system, we can look at the bigger picture, set things up the way we want them. And, we are the only group in the Upper Peninsula that has implemented something of this scope so the staff has a sense of pride too."

## 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

2202 N. West Shore Blvd., Suite 300

Tampa, FL 33607-5749

www.sagehealth.com | 877-932-6301

