

Reduced Documentation Burden, Improved Workflow and Accurate Patient encounters

CLIENT PROFILE

EmergeOrtho-Wilmington

ORTHOPEDIC SPECIALTIES

- Back, Neck, Spine
- Elbow and Arm
- Hand and Wrist

NON-ORTHOPEDIC SPECIALTIES

- Bone Health
- Interventional Pain Management
- General Surgery
- Rheumatology

MedOfficePro Solutions

- SecureXFlow
- Secure-UNO

Highlights

- Eliminating documentation burden
- Lower stress and burnout for Physicians
- Time Savings – Better patient care and high productivity
- Accurate documentation – Better RCM and higher profits

THE CHALLENGE

Busy practice, multiple locations and changing patient volume

Orthopedic medical practices are perhaps the busiest practices in any part of the country. Many of them tend to be large entities, handling a wide range of sub-specialties with high patient volume and demanding physicians. The adoption of EMRs at such practices is almost 100%. Therefore, to succeed, a transcription vendor must be technically savvy, interface seamlessly with the EMR in use and deliver accurate transcripts every day. This is the basic requirement and without meeting this, a transcription vendor cannot be successful.

MedOfficePro Secure-UNO Dictation Solution—Secure and Cloud-based

EmergeOrtho physicians wanted a solution which does not tie them to a PC as doctors are extremely busy and constantly on the move. Their needs were unique as they move around a lot - in the building and to other locations. "Specifically, our doctors travel a lot between their offices and surgical facilities", explained Tammy Farris, Practice Administrator, when we visited the office recently. The ideal solution meant our doctors could dictate on the go with less time tied to a computer and spend least amount of time on dictations. Therefore, a Smartphone App was the best option. MedOfficePro's Secure-UNO iOS App is a HIPAA-compliant dictation solution with two-factor authentication. At EmmergeOrtho, there were two key expectations in terms of workflow:

- Patient details to be accessible on the Smartphone
- Reports exported into the EMR in use – athenaClinicals



We learnt that most providers confirmed there were time savings to complete a patient encounter. “We believe average time savings for a provider was close to 15 minutes every day”, confirmed Tammy Farris and “that is huge when multiplied by number of patient encounters in a year. Providers are truly saving time when they use Secure-UNO app.”



Tammy Farris, Practice Administrator EmergeOrtho, Wilmington, NC

MedOfficePro is an athena Marketplace Partner. That means all our solutions and interfaces are tested and approved by athenaClinicals software team. Also, MedOfficePro is wired into updates and changes that take place at the backend at athenaClinicals EMR. Once implemented, our solution for EmergeOrtho delivered on both counts and resulted in happy doctors and clinical staff. With an interface to the Practice Management software (athena in this case), the patient schedules were populated on the screen and easily accessed by providers and dictations were completed as patients are seen. Providers had a lot of flexibility and customization in terms of dictating, deleting a dictation, skipping a dictation, etc. This reduced the need for EmergeOrtho providers to be tied to a computer, making them mobile and more productive.

Further, the expectation was that the final and complete transcripts should be available in the athenaClinicals EMR so that Physicians, Nurse Practitioners and staff could review, edit and/or eSign the chart – as needed. MedOfficePro’s Secure-UNO dictation solution delivered a solution that matched provider needs one hundred percent with price and savings that were significant as well.

Benefits

For us the use of Secure-UNO has been a productivity benefit all around explained Dr. Hocker. “I feel with Secure-UNO, my interaction with patients is much better and I can fill in my administrative duties in less time”. Our mantra has always been to better the business of medicine and keep providers happy and productive! Hearing testimonials such as this from Dr. Hocker mean a lot to us as a team.

Time Management

Based on our conversations with various staff members at EmergeOrtho and Practice Administrator Tammy Farris, we learnt that most providers confirmed there were time savings to complete a patient encounter. “We believe average time savings for a provider was close to 15 minutes every day”, confirmed Tammy and “that is huge when multiplied by number of patient encounters in a year. Providers are truly saving time when they use Secure-UNO app”.



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Dr. Hocker, Partner and Physician
EmergeOrtho, Wilimington, NC

Happier Doctors & Staff - Lower burnout

Dr. Hocker was appreciative of the staff training provided and responsive support. MedOfficePro listened to the Provider feedback and customized many features as requested. Today, the burnout among physicians is at an all-time high – a phenomenon attributed to EMRs and use of point-and-click systems. Dr. Hocker was happy with minimal time spent on capturing patient encounters with Secure-UNO and accurate reports making it to the EMR seamlessly.

Enhanced Quality of Care

Using athenaClinicals and Secure-UNO together provides the best of both the worlds. Dr. Hocker explained “My documentation is more complete and accurate. If I look at the patient’s history, and my assessment plan, I understand what was going on during the last visit. As a physician, this ensures that I can provide best care to the patient.”

Growth in revenue and better RCM

Using Secure-UNO keeps providers up to date. Patient dictations are never missed as Secure-UNO’s intuitive interface is always telling a provider about pending dictations. Getting completed reports by the next business day 8am, helps in completing RCM – improving the profitability of the practice. Further, MedOfficePro solution for EmmergeOrtho (and for other clients as well) is cost-effective and transparent. Customers only pay for what they use. Non-billable appointments are not charged and that keeps the costs down further. Secure-UNO provides for faster claim processing and ensures prompt filing of denials.



How can we help you?

Partner with MedOfficePro!

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