

# Sage Intergrty EHR | Success Story

## Acadiana Center for Orthopedic & Occupational Medicine

### Getting a Handle on Paperwork with Sage Intergrty

#### ● CHALLENGE

To reduce costs and inefficiencies of paper-based charting and transcription.

#### ● SOLUTION

Implement Sage Intergrty's integrated document and image management solutions and electronic encounter documentation.

#### ● RESULTS

The practice has already reduced staff by 1.5 FTEs, saved over \$25,000 in the first six months and dramatically improved efficiency. They have also reduced chart management and supply costs and expect to see ongoing cost savings for the next several years.

#### SPECIALTY

Orthopedics & Occupational Medicine

#### LOCATION

Louisiana

#### NUMBER OF LOCATIONS

One

#### NUMBER OF EMPLOYEES

3 Physicians, 15 Staff

#### SOLUTIONS USED

Sage Intergrty

Sage Intergrty EHR

### Eliminate Paper Charts with Sage Intergrty EHR

Paperwork ... In a medical practice it can almost take over a facility. Filing cabinets fill up and line offices and hallways. Binders fill the shelves. Money is shelled out for storage units, courier services, and paper chart management and storage services. Staff spend time looking through all this for what they need. In some specialties there is even more paperwork than just the patient chart, referrals or EOBs. In an occupational medicine practice like Acadiana Center for Orthopedic and Occupational Medicine, there are also hundreds of separate documents for occupational healthcare and drug testing.

Jane LeVasseur, administrator at Acadiana Center for Orthopedic & Occupational Medicine, could see that their situation was not only costly but inefficient. In addition to their paper management challenges, they were also generating an enormous amount of dictation and transcription for which she was paying about \$4000 a month. She knew it was time to make some changes and begin eliminating paper from the office. It was time for an integrated practice and clinical management system with a strong document and image management component. It was time for Sage Intergrty.

### Store and Retrieve Virtually All Documents and Images in the Practice

For years, Acadiana Center had been using an old system that had started as Unix-based, then been converted to DOS then to Windows, but it was outdated and didn't provide the fully integrated practice and clinical management LeVasseur knew the practice needed. "We needed to make a change," she explains. "It was pretty easy to see the return on investment would be there with savings close to \$4000 a month in transcription along with savings in storage and supply costs and improvements in staff efficiency."

Sage Intergrty and Sage Intergrty EHR offered the comprehensive solutions LeVasseur was looking for. First and foremost, they gave Acadiana Center an extensive document and image management solution, which they started using right away. "From the day we implemented Sage Intergrty EHR, we started scanning charts," she recalls. "Basically, the patients show up with their paperwork, it's scanned into the EHR, and they leave paperless. So now, instead of making copies of all their company-specific paperwork, we scan the completed documents and return the original documents to them. We no longer need to make copies of their paperwork, and we have all the information, in the right format, in the system. The next time the doctor sees that patient, the entire chart is online and up to date."

### Save Money on Charting and Office Supplies

The practice is not only more efficient, with staff having access to the patient data they need in an instant, but they are also seeing other valuable cost savings. "We are definitely saving on copier expenses since we no longer make multiple copies of every company-specific form that comes in the door," says LeVasseur. "We are also reducing the cost of chart management. It costs us three dollars every time we have the storage service pull a chart or put it back. The cost goes down each month as we scan more and more charts. Eventually we won't need that service at all. We will be able to destroy older charts that are in paid storage, eliminating that \$300 a month fee. In addition, we save money on charting supplies. It might take five years, but one day all of our chart management costs will be completely gone."

## Streamline Tasks Within Your Practice

In addition to the usual paper chart, Acadiana Center provides occupational medicine services, which include drug screenings. This piece of their practice is perhaps the most paper intensive. LeVasseur explains how this process works. “We do about 30 to 60 drug screenings a day and each requires four copies of a company-specific document. Each company has its own form and none are alike and every company has its own preferred lab. Few companies utilize electronic drug screening, so it is always paper heavy. Those documents have to be filed and often have to be retrieved. We store them in a file for at least seven years. With Sage Intergy, we have been able to set up each company in the system with all of the categories we need, scan those forms in once a week, and catalog them. We can now find old forms online instead of wading through stacks of filed forms.” If the forms are needed in the future, the drug screening staff can easily pull the information up by date and they don’t need to leave their station to get it. They can print, fax, or even e-mail it with the push of a button.

## Improve Administrative Efficiency by Providing the Ability to Easily and Readily Access Information

“One of the best things about this system is that you can set it up however you want,” LeVasseur explains. “The set up is limited to your own imagination.” She has shown this to be true in the other ways she has found to use the system to improve efficiency in the administrative and financial areas of the practice. “I was so excited about implementing Sage Intergy Imaging solutions on the administrative side,” she recalls. “One of our biggest storage problems is binders. We were keeping everything in binders—EOBS, check copies, daily close sheets and all of our Worker’s Comp paperwork, which is extensive. So, I came up with the idea to make Sage Intergy like a digital filing cabinet where we could catalog and store all of our daily work. Then, using security settings, I could make sure each person had access to what they needed right from their desk—EOBs, checks, Worker’s Comp forms, etc.—and they can easily print, fax or email documents on an as needed basis.”

According to LeVasseur, this new digital atmosphere in the back office has significantly improved staff efficiency by providing the ability to more easily and readily access information. They are not searching for paper anymore because everything in the system is at their fingertips. “It wastes a lot of time when you leave your workstation to find what you need,” she says. “They used to run around looking for things off-site or dig in filing cabinets. Now, their time is spent working and not looking for paperwork.”

Innovative and determined to make the most of her integrated document and image management solutions, LeVasseur has been designing more digital filing cabinets for everything from accounts payable to human resources. She has a four-drawer lateral filing cabinet in her office and her goal is to create ways to get all that information into Sage Intergy so she can remove it completely. “It

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Acadiana Center for Orthopedic & Occupational Medicine

was easy to set up files to scan paid bills and now I can easily find them right from my desk,” she says. “I love my little digital filing cabinet!”

## Sage Intergy EHR Encounter Note Can Reduce or Eliminate Transcription

When LeVasseur chose Sage Intergy, her other big concern was streamlining transcription. The practice was dictation heavy and transcription was costing them upwards of \$4000 a month. Her goal? Scan the existing charts and paperwork and get the doctors documenting electronically to reduce cost and paper-intensive transcription. The solution? Customized encounter forms that meet the majority of their documentation needs while providing the flexibility to utilize transcription as needed to fill in more complicated areas. The result? She was able to reduce her transcription staff from one full time person plus full-time contracted work to a part-time transcriptionist with little contracted work, resulting in a cost savings of over \$2500 a month so far. She believes that as they fine tune the system further this cost will continue to decrease.

Between the document and image management and electronic documentation solutions, the practice has saved over \$25,000 in a six month period. LeVasseur believes these savings will increase as time passes and they further customize the system to their needs. She has been able to reduce staff by another full time file clerk in addition to her cuts in transcription staffing. Productivity is increasing in virtually every area of the practice. LeVasseur also believes that with the flexible, customizable solutions offered by Sage Intergy, their practice will be able to become as paperless as possible—no more files, no more binders, no more storage costs and a staff who are as efficient as they can be.