

A New and Easy Way For Specialty Practices To Eliminate Transcription Costs While Increasing The Patient Care Experience

gloStream EMR lets the Institute for Athletic Medicine quickly establish a secure, mobile, easy to use Electronic Medical Record system to lower costs, attain HIPAA compliance, have local support, and become eligible for the \$44,000 ARRA 2009 reimbursement.



EXECUTIVE SUMMARY

Institute for Athletic Medicine

- Orthopedics and sports-medicine practice
- Auburn Hills, Michigan

Business Challenge

- Eliminate the paper and charts involved in operating a medical practice, improve their ability to provide patient care and simultaneously maintain normal working hours.
- EMR system could not slow down the practice, would have to be flexible enough to match their workflow, and easy enough for staff to learn.
- Comply with government regulations regarding patient information, security and access.
- Require access to information 24/7 from any location.

Solution

- gloEMR, gloStream’s flagship EMR application. Today, work-life balance has been achieved, productivity is much improved, and product support and service is local and much more accessible.

Business Challenge:

When Thomas Perkins, D.O. joined the Institute for Athletic Medicine in Auburn Hills, Michigan, as an associate, the practice operated much like every other orthopedic group. Like many physicians, Dr. Perkins and practice founder John Samani, M.D., each examined an array of patients and took notes on paper as they went. At the end of the day they would dictate their notes to micro tapes, which were then sent to a transcriptionist to type for the doctors’ review and eventual filing in the patient’s chart.

A year later, with government-mandated deadlines looming, Drs. Samani and Perkins wanted to take a progressive stance regarding the conversion of their practice to electronic medical records (EMR). Dr. Samani had been following the technology for six years; now the two practice leaders searched for a technology that would work best for them. They wanted to eliminate the paper and charts involved in operating a medical practice, improve their ability to provide patient care and simultaneously maintain normal working hours. The physicians spent two more years investigating EMR solutions, discovering that the early offerings would have slowed them down rather than made them more efficient, compromising their overarching goal of providing better patient care.

Following their analysis, they purchased a product that immediately allowed them to eliminate their

EXECUTIVE SUMMARY

Business Results

- Eliminated \$30,000 per year in transcription costs.
- Drs. Samani and Perkins have met their critically important self-set goal of enhancing the patient care experience through technology.
- Referring doctors, workers' compensation inquiries and patients' requests for copies of records can be processed and sent immediately.
- Each one of the physicians has gained back an additional two hours each day. The timesaving inherent in gloEMR allows the doctors to spend more time delivering quality care to their patients and the ability to see more.
- Institute for Athletic Medicine is eligible for ARRA 2009 reimbursement for a total of \$88,000 in reimbursements to cover the costs of the EMR.
- Everything is covered! From the technology to application support our dedicated local support team can satisfy our needs with both remote and onsite support when we need it, monthly meetings and the peace of mind to know that everything is backed up and HIPAA compliant.

Call to Action

- If you are SUPER busy and need help IMPLEMENTING a HIPAA compliant EMR System for your medical practice and need (or want) someone to explain what you can do about it and how you can get reimbursed for it, then sign up for the Lunch and Learn.
- <http://www.zbrella.com/learn>

high transcription costs, as much as \$30,000 a year, through voice-recognition capability. Despite its transcription cost advantages, the system crashed relatively frequently, and support technicians were located far away in Dallas, Texas. When the system was down, the doctors would lose multiple hours, even multiple days, waiting for remote repair service, again compromising their goal of improved patient care through technology. Moreover, even when the system was up and running, it was cumbersome to use. "We had to go through verbal gymnastics to save, close or send a note, requiring three or four extra steps and negatively impacting our productivity," Perkins recalls.

Solution

The doctors decided to purchase and implement gloEMR, gloStream's flagship EMR application. Today, work-life balance has been achieved, productivity is much improved, and product support and service is local and much more accessible. Most importantly, Drs. Samani and Perkins have met their critically important self-set goal of enhancing the patient care experience through technology.

A primary driver of successes in productivity and patient care lies in gloEMR's voice-recognition technology that has proven to be 98 percent accurate. Drs. Samani and Perkins can see their dictation on a computer screen as they talk, and can make immediate edits to any uncommon words. Transcription costs have been eliminated completely, since a document is produced in real time as the physician completes dictation during the exam. Thanks to the accuracy of gloEMR's voice recognition capability, Drs. Samani and Perkins can spend more quality time with their patients and less time manually dictating and taking notes, promoting improved patient care.

Business Results

"Any time dictation is transferred or leaves the office, there's always the possibility you won't get it back," Samani warns. "With gloEMR, we no longer need to send out dictation. We receive 10 to 12 requests a day from referring doctors, workers' compensation inquiries and patients themselves for copies of records. Previously, it would take a month to get the copies back from a transcriptionist. Now, with gloEMR, the records can be sent to those requesting them immediately."

Drs. Samani and Perkins have also used gloEMR to customize a number of templates, which has made note taking during the examination far easier than the practice's previous paper-based system. As the doctors conduct examinations, medical assistants in the room complete the template forms on a computer.

“gloEMR’s templates have eliminated the time-consuming task of manually completing a patient’s record, allowing me to spend more time solving their problems rather than simply documenting them,” Perkins reports. “I can take care of an entire plan for a patient at the click of a button. Surgical consent forms, orthopedic complaint forms and more are available with just one click.”

Samani estimates that each of the physicians has gained back an additional two hours each day. The timesaving inherent in gloEMR allows the doctors to spend more time delivering quality care to their patients.

Dr. Perkins says he is especially happy with the local-service capability, should he ever need it. “90% of our previous system’s problems could be fixed via the Internet, but the remaining 10 percent would cause us to shut down for hours or days. From a patient care perspective, any interruption in service compromises our ability to provide the best care to our patients, as critical patient information such as allergies or prescription records would be unavailable. gloStream’s local partnerships for technology support set it apart from other EMR systems on the market, providing real value to physician practices’ requirements for uninterrupted patient care and service.”



“gloEMR has allowed Dr. Perkins and me to improve the care we provide our patients, and to drastically increase productivity within our practice,” Samani says. “At the same time, we’re able to eliminate two hours of medical recordkeeping activities per day, allowing us to spend our time with our patients or our families rather than paperwork, which are very important to both of us.”

“ gloEMR has transformed our office into a more productive and efficient medical practice. We’re saving time and money, but more importantly, we have much more meaningful interaction with our patients because we don’t have to flip through paper charts which can be difficult to manage and easily misplaced. I’ve got a powerful yet easy to use system, happier staff and tremendous peace of mind.

—Dr. Thomas Perkins, D.O.
Partner, Institute for Athletic Medicine ”

Auburn Hills, Michigan



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Physician Testimonials

“We went live with gloEMR on a Monday and four days later we were already up to our full patient load. It’s so intuitive and easy to use - it’s simply phenomenal.”

—*Amanda Wood R.T.(R)(M)(BS) - Practice Manager*

“Thanks to the functionality within gloEMR, I have the capability to see a healthy load of patients when I’m in the clinic and still finish all of my charts so that I can leave by 4:30pm. I’m saving time and money, providing great care and have peace of mind that my practice is in great shape.”

—*Dr. Shivajee Nallamothe, D.O.*

“Since implementing gloEMR, we’ve removed virtually all paper from our office and the chart chase has come to an end. Because information is where we want it and need it, I can spend much more time focused on communicating with my patients directly, rather than looking at a chart while they speak to me. In addition, gloEMR’s voice recognition technology has completely eliminated the need for expensive dictation. I speak directly into a speech microphone and watch as my words are reflected within the record. It’s easy to use and almost 100% accurate.”

—*Dr. John Samani, M.D.*
President, Institute for Athletic Medicine
Auburn Hills, Michigan

“I get a lot of patient information sent to my practice and it was always challenging to manage it all. Now, I can receive faxes and other information electronically which can be easily placed in a patient’s chart. What’s even better, though, is that my staff can send me a message through the gloEMR messaging system telling me that I need to review something. This saves us a ton of time. The workflow built into gloEMR is exceptional and has really helped my practice become more efficient.”

—*Dr. Renato Albaran, M.D.*
Rochester General Surgery
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