



TIME TO BOOST
STRENGTH
RANGE OF MOTION
OF YOUR **PHYSICAL THERAPY** PRACTICE

How to escape patchwork practice automation systems, and implement comprehensive technology designed specifically for physical therapy practices.





Until recently, physical therapy providers faced greater automation challenges than many medical specialty practitioners.

Technology suppliers by-and-large attempted to force-fit software onto a discipline it wasn't specifically designed for. This is especially true in the case of end-to-end, integrated systems that cover all aspects of physical therapy practice – where the greatest gains in efficiency, quality care and cost savings are found.

As a result, physical therapy practitioners usually attempted to compensate by either cobbling together a patchwork of functionally-specific systems (e.g. billing, charting), or resorting to a lot of manual work to fill the gaps, or both. It can be both exhausting and frustrating.

SPECIALIZED AUTOMATION FOR SPECIALIZED CARE

The good news is that systems are now available that are specifically designed for the unique workflow, clinical care, coding and patient interaction aspects of physical therapy practice.

For maximum benefit, keep in mind these two key points:

THE INDIVIDUAL SYSTEM COMPONENTS MUST BE DESIGNED AROUND PHYSICAL THERAPY-SPECIFIC NEEDS

Whether it be new patient intake, scheduling, visit notes, follow-up or billing and coding, the details of how it's done in physical therapy must be the foundation.

THE SYSTEMS MUST WORK TOGETHER AS A UNIFIED WHOLE

Data, communication and automation features must freely flow across the entire system in order to be combined and leveraged in powerful ways. This is the definition of true practice automation.

ARCHITECTURE FOR SUCCESS

WE'VE PUT TOGETHER THIS ARCHITECTURE OF AN AUTOMATION SYSTEM SPECIFICALLY DESIGNED FOR PHYSICAL THERAPY PRACTICES IN ORDER TO GUIDE YOUR JOURNEY TO A MORE IDEAL SOLUTION.

Whether you're looking to augment and focus your current system, or are in the market for an upgrade, this plan will guide you to a no-compromise endpoint ideally suited to your unique practice.

The architecture is structured around the two key points outlined above. First, we will detail the key physical therapy features that should be included in the four individual components of a practice automation system. Secondly, we'll cover the way these components must work together as a unified whole in order to provide the maximum benefit of practice automation.

Electronic Health Records

A physical therapy-specific EHR must provide highly relevant features engineered for the specific workflow of physical therapy providers. **Key features include:**

Charting Features

- ④ Physical therapy-focused templates and workflows
- ④ Prior authorization tracking for number of visits
- ④ Interactive images for identifying patients' pain & range of motion status & progress

Clinical Template Library

Minimizing clicks and keystrokes is focus of our popular **SAME AS LAST THERAPY** template (or SALT). SALT is just one of more than 50 templates in our physical therapy library to give the customization and clinical personalization you need.

Medication & Lab Results

Directly imported to the chart for at least one year of history. There should be no manual entry of data or results.

Screen & Develop Treatment Plans for Specific Physical Therapy Protocols

Complete electronic clinical lifecycle documents, including ability to document patient progress using different note types, images, and status updates.

MACRA & MIPS Compliance

Integrated tracking to help automate and simplify the complexities of regulatory requirements, specific to physical therapy workflow.

Front Office

This component includes the systems that manage non-clinical patient interaction, scheduling and communications.

Physical therapy specific components should include:

Scheduling

Flexible & configurable scheduler. View all appointments in one place, with tracking for confirmed, change requests (from patient portal – see below) and open time slot selection

Reminders

Automatically send personalized text, email and phone messages, in English or Spanish, at selected intervals: one month, week or day prior to the appointment.

Patient Intake

Easily select the appropriate new patient information and make available electronically. Ideally, filling out the forms is completed by the patient on their portal link (see next section), initiated by an email or text alert, and tracked in the system to ensure completion. Appropriate portions of the intake information (e.g. history, allergies, referral info, etc.) are automatically added to the patient's chart.

Patient Portal

Should be secure, easily accessible by the patient, and simple to navigate. Most physical therapy practices add a link to their patient portal right from their website. Many physical therapy patients rely on electronic communication with their practitioner. These communications must be simple and timely (see Unified System section for more detail). In addition to intake and communication, the patient portal should provide a simple way for patients to self-manage EOBs and online credit card payments. This includes securely viewing bills and making credit card payments, including automatic recurring payments.

eEligibility Verification

Instantly check current coverage status by entering the insurance information provided by the patient. Completed prior to the appointment, you'll know exact procedure and duration of coverage available, avoiding awkward and time-consuming discussions down the line.

Coding & Billing

As compared with medical specialties, physical therapy professionals deal with a higher percentage of first-pass claims being rejected and reworked. To address this, a physical therapy-focused system should be well suited to managing collections and include:



Charge data for each visit transfers automatically and accurately from the clinical side to the billing side of the practice without cumbersome data entry or billing staff involvement.



Centralized billing process for large groups with multiple providers and locations, with both individual, aggregated and detailed reporting easily available.



Automatic software refresh to code updates.

Simple ICD-10 code lookup tools.



Automatic patient education materials notification.

As an added bonus, based on code selection, the system sends a selection of web links, articles, etc. directly to the patient's email.

Cloud Access & Security

If you can't access all your information, at any time and on any device, your ability to provide comprehensive care is limited. All our technologies can be used on Windows and Apple desktop and laptop computers as well as any of the latest iOS devices.

Simply log on from any machine, from any location to access your complete practice information. AdvancedMD also supports the latest security standards, including 2-factor authentication.



UNIFIED SYSTEM

This is especially challenging with a large panel of patients whose status and treatment states are constantly in flux. The true power of practice automation comes in a system's ability to pull all data relevant to a practitioner's tasks and responsibilities from across all the various component systems and present it in a single location with simple personalized workflows.

Key elements of this solution should include:

A Single, Intuitive Dashboard

For easy prioritization and management of tasks & workflows.

Mini Schedule Snapshot

With one-click drilldowns to the patient chart.

Messages and Tasks

Prominently displayed in a familiar "in-box" layout.

This type of capability dramatically improves provider effectiveness and quality of care delivered during a busy day in the clinic, but is only possible with a system that can integrate and consolidate in real-time all the necessary data and information.

Because of the history of patchwork automation solutions for physical therapy practice, providers end up spending large amounts of their time with manual paperwork, coordinating communications with patients, follow-ups and charting, and coding and billing issues.

A Simple Graphical Element

For most commonly performed tasks visualizes and tracks completed and outstanding items for thorough organization.

- 🕒 Mouse-over and one-click drill-down features provide instant access to related charts, schedules & details required to complete follow-up tasks.
- 🕒 Tracking and prioritizing capabilities queue up next most important items in the workflow.

TIME TO GET OUT OF PATCHWORK, PIECEMEAL AUTOMATION

With systems now available that are specifically tailored to physical therapy practice, and that are comprehensive and integrated across all practice areas, you have an ideal opportunity to move quickly to upgrade your capability for improved patient care, efficiency and profitability. Utilize this architecture as a guide in helping you select the system that will move you to the next level.

AdvancedMD provides integrated, proven practice automation systems customized to physical therapy practices. Contact us today for details.