# AdvancedMD

## INTERNAL MEDICINE

## Stat Care, Inc.

Fayetteville, North Carolina

### CLINIC PROFILE

**Providers:**  Solo Physician, Two Physician's Assistants.

**Specialties Served:**  Internal Medicine, Urgent Care

**AdvancedMD Client Since:** 2010

**Technology Profile:**  The practice moved from a paper-based system to the AdvancedMD cloud solution in 2010, adding the integrated EHR in 2011. The technology is uniquely suited to the clinic's mix of walk-in urgent care and scheduled internal medicine patients.

Today the clinic runs the fully-integrated AdvancedMD cloud software suite, including EHR, electronic charge slips, scheduling, eligibility verification and sophisticated billing. Providers and staff access the system anytime, anywhere through the cloud without the need for additional on-site servers and computer equipment.

**Practice Highlights:**  Stat Care is an Internal Medicine practice with a strong walk-in flair. Providers see both assigned and unassigned patients, seamlessly adjusting to varying patient demands. The practice is characterized as a liaison between the primary care physician and the emergency room. "I have a fast and slow switch," says Dr. Raval. " Folks with a single problem we get in and out quickly. But, because of my internal medicine training, I will slow down and take care of chronic issues with more complicated patients."

### ABSTRACT

This "dual speed" clinic struggled to serve both walk-in and in-depth internal medicine patients on a paper and manual-process-centric practice management system. The AdvancedMD cloud system with integrated practice management and EHR directly addressed key workflow bottlenecks in scheduling, coding, billing and referral management. Additionally, Dr. Raval achieved a core goal of maintaining a high level of patient eye contact during exams, while still fully utilizing automated EHR functionality.

### THE PROBLEM

The fast pace and fluid schedule in this practice made running it on a paper-based charting system especially problematic. "Before AdvancedMD there was paper and a lot of it: lots of files, charts and data that needed to be integrated at the point of care," said Raju Raval, MD, physician and owner of Stat Care, Inc. "And, our open schedule approach seriously strained our scheduling system."

Data workflow and availability was especially troublesome, particularly for things like lab results and patient charting information. "Labs all came in on paper and had to be manually scanned. We have patients randomly come in all day without an appointment just to get their lab results and we would often misplace the paper," said Paige Williams office manager for Stat Care, Inc. "We were losing at least an hour a day just searching for paper."

On-call/shift/weekend work presented an additional problem in finding patient information in a timely way. "Before EHR it was terrible. When a patient came in with a problem, you knew where the information was supposed to be," said Williams. "But it often wasn't there, so you never knew exactly where it was going to be."

Scheduling was equally challenging with a less-than-adequate system. "Scheduling was very time-consuming and tedious," said Williams. "In fact, it was so bad that staff would try to avoid

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>
> **Raju Raval, MD**

it and pass it off to someone else. And patients hated being put on hold waiting for someone to finish what they were in the middle of." A major drawback of the system was the fact that to move an appointment required deleting it and re-entering a new appointment.

The billing system, while automated, included a number of manual processes, which slowed the workflow and introduced the possibility of errors. "Before AdvancedMD everything was handwritten and manually entered into the system," said Williams. "And there was no auto-calculation so everything needed to be calculated manually. I was not a very nice person at the end of the day because it was a tedious process." Correctly coding encounters was also a challenge, particularly with staff members less experienced in Internal Medicine. And the many referrals in and out created an additional workflow bottleneck.

Dr. Raval feels strongly about maintaining a solid doctor-patient relationship, and good eye contact during patient interactions is an important part of that. "My typing skills aren't the best, and I was concerned with taking my eye off the patient when we moved to the EHR," he said. "Managing that interaction was an important consideration for me."

## The AdvancedMD Solution

Stat Care's unique mix of scheduled, methodical Internal Medicine visits and walk-in urgent care patients required a highly flexible, efficient and accessible technology platform.

"I converted my practice from solely internal medicine to essentially a walk-in clinic where I see both assigned and unassigned patients – so, you could call me a 'doc-in-a-box,'" said Dr. Raval. "The AdvancedMD software allows me to get folks scheduled in when they need to and when they walk in we'll squeeze them right in."

The clinic selected the fully-integrated AdvancedMD cloud software suite, including EHR, electronic charge slips, scheduling, eligibility verification and sophisticated billing. Providers and staff access the system anytime, anywhere through the cloud without the need for additional on-site servers and computer equipment. All data is automatically backed up and managed in bank-grade data centers protected by high-security access.

## THE OUTCOME
The AdvancedMD directly addresses key workflow bottlenecks faced by the clinic, freeing providers and staff to focus on better patient care.

### Streamlined Workflows
The integrated EHR within AdvancedMD dramatically streamlines workflow and paper management throughout the clinic. For example, managing a high volume of lab results is now easily accomplished with just a few clicks. "With Solstice and AdvancedMD merged together, our lab results all come through on the computer," said Williams. " Then you just link it to the patient's chart and you're done. It's really great." The solution has eliminated misplaced lab results and time wasted in hunting down results for patients who walk in wanting an update on their tests. "We don't have to worry about losing paper any more, because the information is always right there," said Williams.

In a similar manner, the AdvancedMD system resolved issues in making patient information easily accessible at the point of care when and where it is needed, particularly outside of normal office hours. "When patients have problems, you need the information at that point in time, and before you never knew exactly where it was going to be," said Williams. "With this technology, it's always at hand whenever we need it."

Complete system integration is key in delivering seamless workflows. "Having integrated practice management and EHR is absolutely wonderful," said Williams. "You don't have to flip back and forth between systems – all of your information is at hand when needed."

The system trims further time-consuming tasks by providing simple coding look-ups right in the EHR. "With AdvancedMD we have all of our ICD-9s and everything we need for coding right there," said Williams. "It's simple to look things up that our nurses aren't familiar with. So for internal medicine it's great."

Referral management is equally simple and automated. "You just click two buttons, type in your information, and send it out. It's perfect!" Williams continued.

### Billing Success
The AdvancedMD online charge slip, integrated with sophisticated claims and billing processes, significantly reduces manual billing steps and associated introduction of errors.

Williams describes the new streamlined automated process: "Dr. Raval does all of the exam and coding online and everything then automatically transfers over to the PM. I go through the encounters for the day, make sure everything is correct, add any modifiers or anything else that's needed, send it through the claim inspector, resolve any adjustments, and send it out to clearinghouse. It's that simple."

Besides improving billing accuracy, claims turnaround and reduction of rejections, the billing system helps the staff focus on their primary focus: patients. "The best thing for me is simply not having the hassle of manually entering all those charges and tracking down rejections," said Williams. " It opens up the time for me to be able to do everything else I need to do."

## Scheduling: Happy Staff, Happy Patients

The robust scheduling capabilities of the AdvancedMD system quickly accommodate setting or changing fixed appointments, making it fast and simple to fit in walk-ins and emergencies. "Our patients love our new scheduling system," said Williams. "With a few clicks we can find an available slot, put them in and move on vs. going in circles trying to get them in."

Additionally, patient information captured up-front becomes part of the patient record, and along with integrated electronic insurance verification significantly speed up the check-in process. "All the information from the scheduler is already there when they check in, so we get the rest of the demographics, and we're done," said Williams. "We already have their insurance checked before they even get here."

## Eyes on the Patient

Dr. Raval finds that the technology allows him to automate his clinical work while still maintaining adequate patient face-time. "Sometimes I have to keep an eye on the screen, but I make due with what I have learned and still manage to keep my eye on the patient," said Dr. Raval. "I've learned to basically do my questioning, examining of the patient, and my charting all in one sitting. Patients can be challenging, but the right aids and software make life easier for an internist."

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