

End-to-End Use Of MedInformatix EMR Helps Gulf Coast Orthopedics Exceed MGMA Best Practices

Integrated Electronic Medical Record Platform Lowers A/R by Nearly 60%, Increases Efficiency of Billing Staff by Equivalent of 4 FTEs at Large Florida Practice

LOS ANGELES, CA – (MAY 3, 2010) – As one of the largest orthopedic practices in the Florida panhandle region, Gulf Coast Orthopedic Specialists has always sought to make its business and clinical processes as efficient as possible. It wasn't until 2008, however, that it realized it already had the means to fully achieve such a goal.

“At the time I was hired, Gulf Coast had been using [MedInformatix EMR](#) as its electronic medical records system for two years,” said Jerry Forrester, administrator. “But only about 40% of the system was in use. I could see the possibilities for improvement through a broader deployment.”

[MedInformatix](#) EMR, which also incorporates the full range of [Enterprise Practice Management](#) (EPM) features, is one of the most comprehensive packages for orthopedic practices on the market today. Ideal for small or enterprise-level clinics, MedInformatix EMR integrates with other medical and management systems as well as lab and hospital interfaces. Perhaps most important to employees, the EMR platform can be customized to fit any practice's workflow.

As Forrester pointed out, MedInformatix EMR extends far beyond clinical and scheduling functions to include advanced revenue cycle management. “The authorization and eligibility module in the system is extremely useful. It eliminates the need to continually walk to someone's desk to check an authorization before scheduling a patient for a procedure,” he stated. “In the billing module there's a robust charge reconciliation feature as well.”

At Forrester's request, MedInformatix sent a two-person team to the clinic's Pensacola main office for a week of training. He recalled that once the staff was trained properly on the full capabilities of the system, they were impressed.

“We went through the whole list of features. The training was well worth the time and effort,” he commented. “Our administrative staff is very ready to embrace change when they can understand what the system will do for them and for our business.”

Soon Gulf Coast Orthopedics was experiencing MedInformatix EMR as an end-to-end, complete solution for managing scheduling/registration, authorization, patient flow tracking, electronic medical charts, document storage, prescriptions, billing and EDI, collections, outcomes analysis and more.

“Using the whole system was a very positive step forward for us,” noted Forrester. “For example, it allowed us to transform our entire prescription process. Now, except for some narcotics, all scripts are electronic—Medicare or not.”

Forrester also explained that the template/form builder in the MedInformatix EMR system saved his practice considerable time and money. “It’s something I can do myself,” he explained. “I don’t have to pay someone \$100 and hour to design forms for us. If I need to create a template for wound care referrals, it’s not only easy to do but also totally electronic. The form even auto-populates with most of the necessary information.”

By 2009, Gulf Coast Orthopedic Specialists was experiencing a dramatic turnaround in its financial performance—a breakthrough for which the clinic credits MedInformatix EMR almost exclusively.

“Today, thanks to the efficiencies MedInformatix EMR gives us, we’re meeting or exceeding nearly every MGMA best practices index,” said Forrester. “In January of 2007, our current accounts receivable stood at 55.92%. Today we’re at 79.29%, and have hit as high as 87.9%. The best practices index for accounts receivable is 75%.” Forrester also noted that total accounts receivable has dropped by nearly 60%, dramatically increasing the clinic’s cash flow. “We found through the system’s reconciliation process that there were a number of charges that had never been posted, which resulted in a recapture of money for us.”

“The interesting thing is that we’ve been able to achieve all this efficiency with fewer people,” Forrester continued. “Despite the fact that our practice has grown, we’ve been able to absorb losses as billing personnel have moved on. Where we had nine people in our billing department, we’re now handling things well with just five.” He stated that the improved productivity has resulted in hundreds of thousands of dollars in payroll savings every year.

“With our indices at or beyond the best practices level, we’ve hit the level of performance we set out to achieve several years ago,” Forrester concluded. “The secret is to take advantage of the system and to use what’s there.”

AAOE 2010 Exhibit

MedInformatix will be demonstrating MedInformatix EMR at the 2010 American Association of Orthopedic Executives (AAOE) Annual Conference, May 2-4 in Anaheim, from its exhibit at Booth 214 at the Anaheim Marriott Hotel.

About MedInformatix:

MedInformatix, Inc. (www.medinformatix.com) is a leading national provider of fully integrated Electronic Health Records. The products have been built around MedInformatix 25 years of workflow expertise. MedInformatix suites of products are designed on a single database using Microsoft SQL. Whether the client is a single physician who went live in 1994, a 13-location cardiology practice, the busiest radiology practice in Manhattan, or one of 15 other specialties it services, MedInformatix accommodates their needs. MedInformatix V7.0 is a CCHIT Certified® Ambulatory EHR, additionally certified for Cardiovascular Medicine. See why so many practices from various specialties choose

MedInformatix. With 13 Microsoft nominations in 8 years, MedInformatix can turn the dream of a paperless, integrated practice into a reality.

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