

Pediatric Associates of West Memphis

simplifyMD Customer Since: 2009

CASE STUDY

THE ENVIRONMENT:

Pediatric Associates is a high volume practice that boasts two locations and six physicians. While having multiple locations is convenient for its patients, it resulted in additional paperwork and staff time by making it necessary for patient records to be exchanged frequently between locations. Also, the practice didn't want to have to use a lot of space in its second location for the storage of those patient records. The EHR characteristics important to Pediatric Associates included:

- **Easy Data Access** – The practice wanted instant access to data to quickly review billing information with related visit information to be able to immediately communicate with physicians via their task boxes and clarify and bill correctly the first time.
- **No Repeat Tasks** – Instead of another nurse recreating the task and duplicating the effort when a patient's parent calls for repeat information are received, the practice wants to be able to quickly and easily provide such an update on where the task is and when it will be completed.
- **Customization** – The practice wanted a flexible EHR that was easy to use and learn and could be customized to fit the practice's specific needs.

CHALLENGES:

- **Multiple Locations** – The two locations resulted in additional paperwork and staff time by making it necessary for patient records to be exchanged frequently between them.
- **Storage Space** – The practice didn't want to have to use a lot of space in its second location for the storage of patient records.

RESULTS :

The Digital Chart Room™ has provided Pediatric Association with the following benefits:

- **Increased Billing Percentage** – The practice's accurate billing percentage has increased from 71% to 94% since the implementation of simplifyMD.
- **Open Technology** – simplifyMD has allowed the practice to create and use a customized growth chart in MS Excel that complies with how their physicians work versus forcing their physicians to comply with how other EHRs work.
- **Quick, Successful Implementation** – During the practice's first month after going live with The Digital Chart Room, each physician was only affected by 1.7 patient visits total and virtually no productivity loss.
- **Reduced Labor** – Since implementing simplifyMD, the practice has eliminated over 750,000 chart pulls.
- **Reduced Employee Costs** – Although the practice has added physicians, it has done so without adding any administrative staff members.



- **19,000+ Annual Patient Visits**
- **Approximately 1.3 Million Medical Documents Managed within simplifyMD**
- **6 MD Pediatric Practice**
- **Located in West Memphis, AR**

"The simplifyMD system made a lot of sense financially for Pediatric Associates, especially because it did not include a lot of upfront costs. They are very good about listening to our needs and don't assume they knew how we work. Their system is not a canned approach - they customized it according to what I wanted and needed for the practice. Plus, since implementing the system, our accurate billing percentage has increased from 71 to 94 percent."

-Kari Turk, Practice Manager

Call or visit our website to schedule a no-obligation demonstration of The Digital Chart Room™

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