

# Dr. Kristopher Oswalt

MORRIS, IL

SUCCESS  
STORY

## Allscripts MyWay™

Allscripts MyWay delivers a solid footing to a new surgical practice.

### Opportunities

Dr. Kristopher Oswalt was starting a new practice right out of residency. He knew that he wanted to go electronic with his practice management and medical records right from the beginning. But with most systems geared specifically towards primary care, he needed an EHR platform that could adjust to the unique needs of his surgical practice.

### Solutions

In Allscripts MyWay, Dr. Oswalt found a template-free approach to patient charting that could be tailored to meet his practice requirements. And he found a robust model for efficiency and savings that enabled his practice to get off the ground quickly, and with a strong foundation.

#### IMPLEMENTATION

Dr. Oswalt's practice hit the ground running. "We launched in November of 2008, and by the following February we were fully electronic," he related. "I wanted to hold all of my claims until everything was in place and operational. The Allscripts team worked with me to quickly identify and correct some initial configuration issues, so that I could start using the technology as fast as possible. That way, I didn't have to get too deep into a paper environment before going fully electronic."

#### CUSTOMIZABLE BY NATURE

By eliminating templates, Allscripts MyWay can adapt itself to almost any specialty. With intelligent navigation, it can learn a physician's preferred way of working, and can be customized even further to meet the specialized needs of every practice. "With MyWay, everything is in there that I need," shared Dr. Oswalt. "I can rearrange things and pull together the information that will help me make the most of my time with patients. Allscripts MyWay works for a primary care practice like many products do. The difference is that this can be molded to facilitate the individual patient care requirements of my surgical practice."

Dr. Oswalt maximizes patient care with functionality such as drug interaction and allergy alerts. He uses the ePrescriptions capability of Allscripts MyWay to reinforce his relationship with his patients. The physician prints out copies of all prescriptions so that patients leave the office with a hard copy in hand, but informs them that their prescription is already waiting for them electronically at their pharmacy.

## Overview

#### CLIENT PROFILE:

- General surgery practice
- 1 surgeon
- 3 employees

#### OUTCOMES:

- Flexible charting that can be customized to meet the need of a surgical practice
- ePrescriptions that maximize convenience for the patient
- In-house claims processing that enabled the practice to save 4-8 percent of gross billings
- Integrated PM and EHR that keeps claims denial rates low, while streamlining processing time to 1-2 weeks on average

## FOUNDATION FOR SUCCESS

In addition to EHR, the practice management capability of Allscripts MyWay provided Dr. Oswalt's practice with an efficient and cost effective foundation to get off to a healthy start. His staff is scheduling patient appointments right through the system. And through the seamless links between PM and EHR, the doctor is documenting thoroughly to ensure that no billable procedures are missed.

"Especially with the Medicare audits, you want to make sure that your claims are clean," said Dr. Oswalt. "With MyWay, you can be sure that you are billing for what you're documenting and documenting for what you're billing. And I can keep track of what's going out and coming back into my practice."

## Outcomes

Dr. Oswalt uses the reporting capability of Allscripts MyWay to maintain visibility into his claims and all of the other financial drivers impacting his practice. "When I run reports on my claims denial rates, I can see that they are now very low," he shared.

The physician clearly feels that the robust documentation and streamlined efficiency of Allscripts MyWay have had a definitive financial impact on his practice overall. "MyWay has definitely impacted my practice in terms of overhead," beamed Dr. Oswalt. "The technology gives us the ability to handle our billings in-house. If I were to pay a third-party vendor to do this, it would cost me 4-8 percent of my billings. Now, I just have a coder that I pay hourly to come in once or twice a week to put claims through. And I noticed right away that the checks started coming back quickly, usually within just a week or two at most."

As a new practice, Dr. Oswalt continues to refine and tweak Allscripts MyWay to meet his needs. He looks forward to customizing it further to gain even more value as his practice evolves, and to use the technology to help his organization grow well into the future.

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