

# Accent Family Healthcare

ARLINGTON, TX

SUCCESS  
STORY

## Allscripts MyWay™

Family medicine practice drives exponentially better documentation and streamlined efficiency through Allscripts MyWay.

### Opportunities

For Accent Family Healthcare, disaster recovery is considered a high-priority capability for the organization. When the practice considered EHR platforms, that requirement made Allscripts MyWay the natural choice. With Allscripts MyWay, practices have the option of hosting servers and all critical electronic records with Allscripts. This ensures that the practice does not lose patient files in the event of a disaster. "With Allscripts MyWay, we are confident our data is backed up and safe and ready to retrieve when we need it," shared Sandra Connor, RN FNP. But the practice quickly realized that offsite hosting was just a small piece of the inherent value offered by the technology.

### Solutions

With the hosted approach to Allscripts MyWay, implementation was very smooth due to the limited infrastructure that had to be deployed. And training staff to use the new system went better than the practice anticipated. "The Allscripts Academy helped allay our initial fears and our onsite Allscripts coordinator was stupendous," stated Connor. "Because of timing issues, our implementation date happened to fall two weeks before the back-to-school rush. Thanks to the easy transition, our providers and staff were able adapt well and not let it turn into a disaster. And Allscripts customer support has been very proactive in addressing any issues we've had."

### CUSTOM FIT PATIENT CARE

Connor greatly appreciates how Allscripts MyWay can be customized not only to the needs of the practice, but also to the requirements of each individual provider. She explained: "With Allscripts MyWay, we are able to customize not only our HPI and our history categories, but even our diagnosis lists, as well as services ordered and provided. And we are able to group this information in a similar fashion to our old Superbills. We now can easily tailor our normal patient flow to match the EHR."

"The template free approach of Allscripts MyWay enables us to reproduce our existing form structure and insert current patient information easily, including school medication forms, foster care forms, radiology requests, and WIC forms. And we all really appreciate the "remark" feature. This acts as a reminder system for follow-up of items such as abnormal labs and radiology tests. We also use this feature for scheduling reminders. Through the system, our ability to catch small bits of information easily has been substantially improved, and that always makes for better care."

## Overview

### CLIENT PROFILE:

- Family medicine practice
- 3 physicians
- 1 location

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Sandra Connor, RN FNP

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## OUTCOMES:

- Prescription refill processing time cut by 25 percent through ePrescriptions
- Daily patient volume increased by five per provider on average due to EHR efficiency
- A/R staff spends 50 percent less time on billing-related tasks
- Per-visit charges increased by 15-20 percent
- Collections rate increased to 99 percent
- Full ROI achieved on Allscripts MyWay investment within the first year

Sandra Connor also highlighted the care benefits of the ePrescribe capability of Allscripts MyWay. "The ePrescribe system works very well, and we should know as we tried products from two other vendors," she confided. "I find it very user friendly. It's rare that we cannot find a drug in the database, we have no problems finding pharmacies, and very little problem with prescriptions not going through SureScripts. We are now able to handle prescription refill request in at least a quarter of the time of what it used to take."

The practice declared that their Quest lab interface through Allscripts MyWay has worked extremely well. "I like that we can enter our own in-house lab results with minimum effort, or enter labs results from the state or another outside lab," added Connor. "I feel more confident I'm actually seeing and approving the lab results in a timely manner. It's wonderful not to have a huge stack of charts sitting on my desk at the end of the day."

## Outcomes

### MAXIMIZED EFFICIENCY

Accent Family Healthcare has streamlined appointment scheduling through Allscripts MyWay. Pediatric patients can now be scheduled for sick and physical appointments at the same time, and yet be resourced so that the patients are listed on separate provider schedules. The practice also noted that the "Follow-Up" slider makes recheck visits much quicker to document.

The ability to access Allscripts MyWay remotely also helps build efficiency into the practice. "Being on call 24 hours a day, 7 days a week has become much easier since I can now access the EHR at home," said Connor. "If I get a call in the evening, I can verify that the caller is actually our patient. I can pull up their records, recent visit, labs, weights, and send their prescriptions to the pharmacy. And I don't have to worry about remembering to document the call in their chart in the morning. It's also nice to be able to go home and access lab results for any patients that I have been particularly concerned about."

Sandra Connor also feels that Allscripts MyWay provides more efficient tracking of referrals and responses from specialists. And she greatly values the intra-office messaging capability of the technology. "With the messaging system, messages about patients are better documented, as well as returned phone calls and follow-up calls," she said. "I'm interrupted much less while in the exam room, and the audit trail makes it easier to track back errors to the responsible party. The staff also uses the Instant Messaging feature frequently for questions that don't need documentation in the chart."

Accent Family Healthcare is able to attach real value to the efficiency the practice experiences through the system. "We are able to see more patients with less time charting," explained Connor. "We are now seeing about five patients more per day per provider. With charts eliminated, we are also saving about \$2.50 per new patient and we average about five to ten new patients a day." That equals an annual savings of approximately \$4,000 per year.

## ROBUST CHARGE CAPTURE

Allscripts MyWay makes a definitive impact to the practice's bottom line. "Our documentation is so much better that our billing per visit has increased 15-20 percent," stated Connor. "We also do a better job of capturing all our billing such as immunizations, medications given in the clinic, in-house lab tests, and other miscellaneous procedures. Our collection rate runs about 99 percent, partly because our documentation is outstanding, and partly due to the fact that we have an excellent billing person whose job is greatly simplified through the EHR. She spends about 50 percent less time billing by utilizing Allscripts MyWay EHR and it is much easier for her to catch incomplete or missing Superbills. This staff person has also taken the opportunity to work from home, accessing the system remotely, which was very important to her."

"I believe that we have recovered our investment in Allscripts MyWay within the first year, and ongoing equipment costs in the future seem to be fairly minimal," declared Connor. This makes Allscripts MyWay a solid, long-term performer for the organization.

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