



## Case Study

# Olathe Women's Center Olathe, Kansas

## Allscripts MyWay

### OB/GYN PRACTICE INTEGRATES ALLSCRIPTS MYWAY WITH EXISTING PM SYSTEM AND EXPERIENCES STUNNING COST SAVINGS

Olathe Women's Center had been using Misys Tiger for years, and already knew well the benefits of using a practice management system. But the practice's manual process for records was still an issue. "The problem was all these papers floating around," related Susan Van Dyke, Practice Manager for Olathe Women's Center. "It was about all the time wasted. The time to get a lab result back, having to put it on the chart, handing the chart to the doctor, then handing it back to the nurse, then making sure the lab didn't get lost from the chart—it was just nuts."

The center was ready to transition to EHR and integrate it into their existing PM system. Allscripts MyWay was a natural choice as it could work very well with Tiger. According to Van Dyke, the practice also selected Allscripts MyWay because, "MyWay is a user-friendly system. You can customize it and make it work for you. You can make the system flow the way you choose."

### CUSTOMIZING THE FLOW OF CARE

Olathe Women's Center tailored Allscripts MyWay to maximize the workflow of an OB/GYN practice. "We were able to break out the system by type of visit," shared Luina Estrada, MD. "The way screens pop-up, patient history, and relevant diagnosis are now all unique to the reason that a particular patient is coming to the office. Working in this format saves us a great deal of time."

Patients at Olathe Women's Center appreciate the ePrescriptions functionality of Allscripts MyWay that enables them to have their prescriptions waiting for them as soon as they arrive at the pharmacy. And the practice is now eligible to receive the Medicare incentive for using this capability.

The center utilizes inter-office messaging through MyWay to coordinate all exams, tests and appointments through effortless communication. Messages can be sent and received between physicians and staff—even if a physician is in with a patient.

But there are two features in particular that really make an impression on Susan Van Dyke. "With remote access, if I am not here and someone has a question, I go into the medical records and I am able to give them an answer right then," she declared. "But the greatest part of EHR is not having paper labs. Now that we have integrated the EHR with our lab, it's so wonderful and easy for everyone."



*"Our denial rates are way down," beamed Van Dyke. "We really don't get too many back at all. It is a significant improvement... MyWay shows you the whole picture. It's not like you have to key something in. I can spot problems and correct them very easily. I really like that part of it."*

*Susan Van Dyke, Practice Manager  
Olathe Women's Center*

### CUSTOMER PROFILE:

- > OB/GYN practice
- > Two physicians
- > One nurse practitioner
- > 16 total employees

### ROI:

- > Almost \$12,000 annually saved in transcription expenses
- > Claims denial rates reduced by 75 percent
- > Eligibility for Medicare e-Prescribing incentive
- > Elimination of paper and reclaimed functional space for the practice

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### Olathe Women's Center

#### SOLID CLAIMS

Since implementing Allscripts MyWay, Olathe Women's Center has seen their claims denial rates plummet by almost 75 percent. "Our denial rates are way down," beamed Van Dyke. "We really don't get too many back at all. It is a significant improvement...MyWay shows you the whole picture. It's not like you have to key something in. I can spot problems and correct them very easily. I really like that part of it."

#### SHRINKING COSTS

Before the deployment of Allscripts MyWay, Olathe Women's Center was paying approximately \$1,000.00 a month in transcription expenses. That cost has been almost completely eliminated through the EHR system.

And that is not the only expense that is reduced or eliminated for the practice through EHR. "We no longer have to buy charts and the only thing we print is the patient information form," stated Van Dyke. "Any paper that went into the chart, anything to id the chart, and the chart itself—it all went away. All those expenses are gone."

"Also, we'll never have to rent an additional storage space. We're getting ready to move out our remaining charts, which are stored in the front office. When you consider what you pay for square footage in a medical office, and the fact that we can now put this space to better use as something functional, it really becomes a valuable benefit."

#### FUTURE PLANS

Olathe Women's Center is sufficiently impressed with Allscripts MyWay, that they are considering the implementation of the PM side of the technology to replace Tiger. That step will create a seamlessly integrated platform to enable the practice wide-sharing of critical patient information and financial data.