

Implementation of an EMR solution yields significant return on investment year after year.

Block & Nation Family Medicine

The Challenge

Find an EMR solution to fit the needs of the practice, improve documentation, and increase efficiencies and profitability.

The eClinicalWorks Solution

- EMR/PM
- Clearinghouse: Gateway EDI
- Electronic Remittance Advice (ERA)
- Third Party Products: Midmark Spirometer
- Patient Portal
- P2P
- MU Attestation 8/11
- Bidirectional Lab Interfaces with:
 - Quest
 - LabCorp
 - CPL Labs

Success

Block, Nation, Chase & Smolen Family Medicine achieved its goals by integrating the eClinicalWorks application and eliminating paper charts from the office completely; thus streamlining the office to the point where it was able to reduce staff by 3 ¾ positions. The return on investment the practice realized made it possible for them to purchase their own space after 10 years of renting.

Block & Nation Family Medicine is a four-provider independently owned office. The majority of the patient visits are for routine medical care for young and middle-aged families; however, there are also a small number of procedures that are performed on patients within the office. The practice's goal is to create a medical office that gives high-quality patient care and excellent customer service in a pleasant environment.

EMR Selection and Implementation

Block & Nation was looking to use technology to streamline work, improve documentation, provide better sharing of patient history among doctors outside of the practice, and increase efficiencies and profitability. They realized that they needed an Electronic Medical Record.

The practice did an in-office analysis to estimate the savings from eliminating paper charts. The numbers proved this was the right path to take, as shown by the ROI graph on page 4.

Dr. Bradley Block spent six months researching and comparing dozens of EMRs. The lengthy search revealed that the eClinicalWorks comprehensive EMR solution with unified practice management and document imaging and storage capabilities was the best choice for his practice's needs. eClinicalWorks was affordable and priced more favorably than any EMR with similar abilities.

Block & Nation Family Medicine converted to eClinicalWorks in late 2004. It switched all of its paper charting and practice management software to complete electronic charting and PM software through eClinicalWorks. The data migration of over 14,000 patient demographic files went very smoothly. The scanning of paper files, forms, insurance cards, and driver's licenses was quick and easy as patients came through the office. The staff and physicians quickly learned to use eClinicalWorks thanks to its intuitively designed layout and features; the office

manager states that she was a “computer dummy,” but found the software very easy to use and navigate. And most importantly, the office has found the “eClinicalWorks support team has been excellent and timely” in responding to any needs.

“eClinicalWorks is the EMR that gets better and better year after year. We would NEVER go back to paper!”

Dr. Bradley Block

Practice Clinical and Administrative Workflow Efficiencies

Detailed below are the clinical and administrative efficiencies the staff at Block & Nation Family Medicine have experienced since integrating the eClinicalWorks EMR/PM application.

- It is much easier to pull up patient information by name or DOB if someone calls.
- The telephone encounter is entered into the patient chart and the doctor gets the encounter right away.
- Easier to fax directly from the patient’s chart rather than having to go to a paper fax machine and wait in line to send a fax.
- Patient prescription and appointment requests can be handled through the Patient Portal. The practice can fax the request (refills, etc.) without having to do it manually.
- Staff don’t have to leave their desks, which saves time. eClinicalWorks has made their jobs easier.
- eClinicalWorks makes the check-in and checkout process very easy and basically error proof.
- Once the electronic claims and payments from insurance companies are received, there’s very little that the billing office has to do to put the information into the proper patient record.
- Electronic Remittance Advice automatically downloads payments from the clearinghouse and posts them to the appropriate patients.
- The application is so intuitive that employees with no previous EMR experience were able to grasp the fundamentals within two days of using the system.

eClinicalWorks P2P™

Block & Nation is currently using eClinicalWorks P2P – a network that gives providers the freedom to connect and collaborate with virtually any provider with Internet access. Dr. Block shared with eClinicalWorks an example of how P2P has saved the practice and patients time and money, and improved care.

Dr. Block refers patients on a regular basis to the gastroenterologist. He is able to transmit the patient’s information – 20 or more medications, diagnostics, labs, and all aspects of their medical records – within a couple of minutes. This normally took at least five to ten minutes for his staff to take care of and easily 30 minutes for the receiving specialist nurse and office staff to pull together. When the referral appointment is complete, the gastroenterologist is able to



send a consult letter back to Dr. Block in minutes. Additionally, Dr. Block is able to see the specialist's available appointments and make an appointment for the patient. This saves time for the patient, office staff, and the doctors, especially in an urgent situation.



Dr. Block states, "Being able to make sure that doctors have the exact same patient information and not just sharing the information is invaluable."

The benefits that Block & Nation have seen from P2P are: improved documentation and sharing of patient history among doctors outside the practice; fewer medical information-related errors; patients consistently receiving quality care; proper medications being administered, refilled, and adjusted; and patient information being shared among doctors.

"At our office, we know that choosing to convert to eClinicalWorks was the right decision. We are far better off now using eCW than being on paper charts. This conversion has helped our medical office evolve into an efficient, modern platform of patient care in order to remain quality oriented, independent, and financially successful."

Dr. Bradley Block

Return on Investment (ROI)

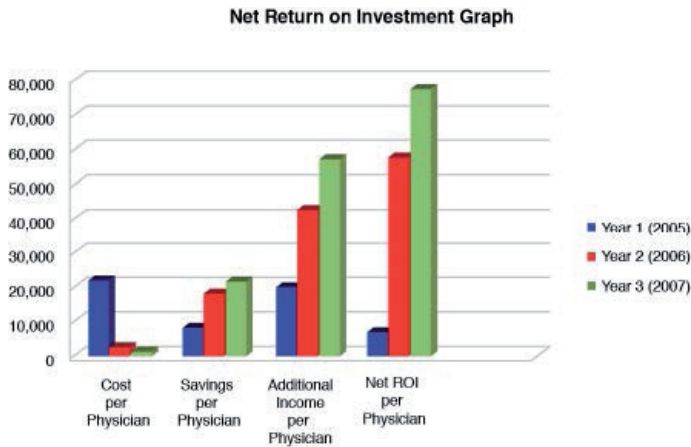
The return on investment that the practice achieved over a three-year period is substantial. In the first eight months of using the eClinicalWorks comprehensive EMR solution with unified practice management, the practice had a significant staff reduction thanks to increased efficiencies:

- From five full-time medical assistants to four
- From four full-time front-office staff to three
- From two full-time billing staff to approximately 1.25 full-time equivalents

As a result, the practice saved more than \$5,500 per month in payroll and benefits.

- Overhead savings per physician
- Better charting and less prophylactic down-coding
- All services provided were charged
- The three-year totals are shown in the accompanying Net Return on Investment graph.

The practice not only broke even on its investment but, as noted in the ROI graph, saved money month after month in the two years following Go-Live. The savings helped Block & Nation complete a long-term goal: After 10 years of renting office space, the practice bought property and built a permanent office.



“Hurricane Charlie hit the area the same day that the eClinicalWorks training took place. Police evacuated the area. I told the staff, ‘Go home but on Monday we start implementation.’ Monday came and we went live. Implementation was very easy. There were a few minor glitches but nothing that couldn’t be easily fixed. We can’t imagine our lives without eClinicalWorks.”

Thea Castor, Practice Administrator for 12 years at Block & Nation