

INTERGY EHR BY SAGE

CUSTOMER SUCCESS



Metabolism Associates

Improving Quality of Life from Patients to Providers with Intergy Practice by Sage and Intergy EHR by Sage

Like a lot of medical practices, Metabolism Associates tried more than one practice management system before finding the right solution. This three-location practice eventually found itself using The Medical Manager by Sage and all of the advanced integrated solutions that were available with it. "We had implemented every tool from document and image management to Practice Analytics, and we had tailored them all to achieve the maximum possible efficiency for us at that time," recalls David Simon, M.D. "The problem was that we could have 10 windows open at a time, and we were beginning to lose some efficiency because of it. We were waiting for a system that would encapsulate all that functionality into one solution and that happened with Intergy."

Dr. Simon was also ready to implement more effective solutions for disease management and clinical reporting. "As soon as I heard that Intergy would enable us to not only capture the encounter with codified data but also access and analyze that data in many ways to improve outcomes, I was ready to make the switch," he says. For providers who work primarily with patients dealing with chronic conditions, the ability to more effectively manage, track and review care is essential to improving outcomes and the patient experience. Changing practice and clinical management systems can be a daunting prospect, but moving from The Medical Manager software to Intergy was easier than expected. The practice was able to import their existing encounter forms into the Intergy EHR, and they didn't need much of the training they had scheduled to learn the new systems.

According to Dr. Simon, "Much of the ease of the transition came from the navigation in Intergy. You can easily move from notes to images to vitals on one screen, and the system is very intuitive so it's easy to learn." Once the staff was accustomed to the new system and the simplified navigation and access to information, Dr. Simon and the other providers were able to turn their attention to the new disease management tools and begin looking at strategies for improving care and outcomes.

What Dr. Simon appreciates about the health management system in Intergy EHR is that it supports him in his efforts to meet established benchmarks and national guidelines that have been created for the care of many of the conditions he deals with on a daily basis. "There are so many

Customer:

Metabolism Associates

Specialty:

Endocrinology

Location:

Connecticut

Number of Locations: Three

Number of Employees:

10 Physicians, 3 Physician's Assistants,
20 Support Staff

Products:

- Intergy Practice
- Intergy EHR

CHALLENGE

Install a more efficient management system with ability to analyze data.

SOLUTION

Implement Intergy Practice and Intergy EHR. The practice was able to import their existing encounter forms into the Intergy EHR. Easy navigation made the system easy to learn without the need for much training.

RESULTS

Time it takes to document encounter reduced 25-30%; Physicians spending less time staying late in the office; Patients are receiving more complete guideline-based care.

guidelines to work with,” he explains. “Whether they are lab-based or symptom-based, this system automatically triggers us to let us know where we are meeting those criteria and where we aren’t. In addition, it provides links to educational content that can be printed and given to patients on topics like diet.”

The system also provides flowsheets that enable Dr. Simon to review and evaluate clinical data over time. Metabolism Associates is in the process of building a series of flowsheets that are specifically broken down into categories that relate to their patients. “Many of my patients have four or five different health issues,” says Dr. Simon. “For me to be able to look at that in a snapshot over time and see trends is invaluable. Furthermore, you can flip the screen around and show the patients what’s happening with their care—kidney functions, BP, etc., and do it on the fly without needing to export to Excel®.” Creating the customized clinical flowsheets within Intergy EHR means being able to automatically extract information from a patient’s medical record and instantly display details such as lab values, vital signs, symptoms, physical exam observations, and medication dosages over a period of time. These automatic flowsheets present critical clinical information without requiring the physician to search through a patient’s record to compile the information manually.

In addition to the benefits patients experience when their physician can see trends in their care and health over time, these EHR tools also enable practices to more effectively participate in research studies and pay-for-performance incentive plans. Dr. Simon believes that having Intergy EHR makes it possible for him to do the same kinds of research as big facilities with extensive resources, something that wasn’t possible before. More than that, the practice can look at the care of its patients in comparison to the national average, a process that Dr. Simon believes will also improve care and outcomes.

These changes are great for the patients, but they are also great for the providers. The time it takes to document a visit has decreased

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by 25-30% per patient, which means less time documenting in the course of the day. The result is different for each provider. For some it means more time with patients. For others, more time at home with family. The additional remote access capabilities of Intergy also enhance the physicians’ quality of life by offering them the ability to easily access patient records from home, while on call or in the hospital during a consultation.

“There is no question that this system is improving physician quality of life,” says Dr. Simon. “Before Intergy, doctors were taking charts home or they were in the office late finishing documentation. Now, they are more likely to finish in the office and if not, they can easily finish online from home and as everyone gets better and better at using the system and we have more templates and favorites, the need to access from home at all becomes less and less. More importantly, the patients notice a difference, especially the ones who want to know everything and be involved in their care—they love it!”

ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT CertifiedSM for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

Sage Software

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