

## CUSTOMER SUCCESS



## Mountain Vista Orthopaedics

### Facing Changes Effectively with Intergy from by Sage

In November 2002, Mountain Vista Orthopaedics implemented the Intergy Solution, a fully integrated clinical and practice management system from Sage Software. The practice, established in 1972, is a six-physician, three-physician assistant practice and has grown to become one of the largest orthopaedic specialty clinics in Northern Colorado.

Physicians and staff of Mountain Vista knew it was time for a new system. Tasks that should have been simple were becoming more time consuming. In fact, the office resorted to using two systems simultaneously in order to manage physicians' clinic and surgery schedules. In addition, their old systems could not effectively support the many changes in staff and providers and an expected move to a new location. "We wanted a Windows®-based system that would provide functionality and ease of use. The Intergy system offered this, as well as the electronic health records (EHR) solution our physicians were looking for," said Kim Taylor, administrator.

Since the implementation of the Intergy software, physicians and staff alike are benefiting from the scheduling features, which facilitate quick and easy scheduling of appointments for clinic hours and surgery. They can now get a full picture of what a physician's day, week, and even month looks like with ease. According to Taylor, "Functionality such as accessing multiple doctors' schedules or viewing multiple days at a glance are great time savers."

By implementing Intergy EHR by Sage, the practice has been able to scan all the patient charts and other documentation such as EOB's into the Intergy software. Not only can multiple staff members now access patients' charts and financial information simultaneously, but the practice is also saving an estimated \$15,000 a year on chart supplies, spending 15 to 20 hours less each week on chart management, and their storage room will soon provide additional, much needed office space.

"We are definitely seeing benefits from having our data computerized, especially in the area of billing" said Lori Malone, business operations manager. "The insurance companies are getting pickier about paying claims, and we are saving time and improving accuracy by sending claims electronically and being able to go right to the computer for the information we need rather than

#### Customer:

**Mountain Vista Orthopaedics**

#### Specialty:

Orthopaedics

#### Location:

Colorado

**Number of Locations:** One

#### Number of Employees:

6 Physicians, 3 Physician's Assistants,  
27 Support Staff

#### Products:

- Intergy Practice
- Intergy EHR

### CHALLENGE

Needed to replace an increasingly cumbersome management system with a Windows-based system that would provide functionality and ease of use. Physicians wanted to update to electronic health records (EHR).

### SOLUTION

Intergy offered a fully-integrated clinical and practice management system. All patient charts and other documentation have been scanned into the software. Transcription, workflow and scheduling are automated.

### RESULTS

Staff is spending 15 to 20 hours less each week on chart management; Storage room will soon provide needed office space; Saving two 8-hour days on posting just for Medicare; Saving an estimated \$15,000 per year on chart supplies; Time savings equivalent to a full time employee at \$25,000 a year.

hunting for a chart when there is an issue.” Malone estimates that with electronic solutions like claims and remittance, the practice is saving two full eight-hour days on posting just for Medicare, which makes up about 33 percent of their claims. The system’s automated Transcription and Clinical Workflow Manager are also proving to be tremendous time savers. Transcribed clinical notes are available within the patient’s electronic chart for physicians to access easily. The Clinical Workflow Manager notifies physicians that their transcribed clinic notes are ready for review.

“Previously, it was a completely manual system of printing transcription and leaving it on the physician’s desk for review. This facilitates quicker and more organized approvals,” notes Taylor.

The Intergy prescription system functionality provides for significant improvements in Mountain Vista’s workflow. The process of generating prescriptions is much more accurate and efficient and generally the prescription is waiting at the pharmacy when the patient arrives. “This piece has really had an impact on patient care and satisfaction,” says Taylor. “We can do things we never could have done before or that would have taken days. For example, because our prescriptions are electronic and all data is in the system, when Vioxx was pulled off the market, we were able to run a report and call all the patients on Vioxx the same day.” The practice is also receiving fewer calls from pharmacies and patients with questions about prescriptions.

The Intergy software has streamlined tasks in all areas of the practice and as a result, it has saved equivalent to a full time employee at a cost of nearly \$25,000 a year. Still, even with a smaller staff, there is high job satisfaction. “I recently had one medical assistant tell me that she would never again work for a practice that was using paper charts,” says Taylor. “The staff loves the ease and efficiency of the system and the fact that they are not looking for charts anymore.”

Even with happy employees, many practices face employee turn over. Mountain Vista has had changes in providers and staff as well as a move to a new location. Thanks to the Intergy system, they

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have been able to handle these changes effectively and the practice has continued to run smoothly. “This system is easy enough to use that we can quickly get people up to speed as they come into the practice,” says Taylor.

Mountain Vista is enjoying the benefits that the Intergy system has to offer and everyone agrees there is still more to come. “Hunting for a chart is one of the most miserable tasks there is,” said Carol Zapp, consultant for the practice. “We now have that information readily accessible to us from virtually anywhere, which benefits us as well as the patients.”

## 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 Certified<sup>SM</sup> for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

## Sage Software

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