

CUSTOMER SUCCESS



## Orthopaedic Surgery and Sports Medicine Specialists

### Improving Patient Care with Integrated Technology

Virginia-based Orthopaedic Surgery and Sports Medicine Specialists (OSSMS) has grown considerably in the last 15 years, but one thing has remained constant—a strong commitment to providing the very best patient care. When the practice opened in 1990 there was one physician and a small staff. However, Helmuth Trieshmann, Jr., MD, knew even then that he wanted to create something more.

Today, in the 18,000 square foot facility, there are six physicians, 66 non-physician staff, Open MRI, Dexascan bone density testing, Digital X-ray, fluoroscopy, on-site physiatrist performing lumbar epidural injections and EMGs, physical therapy and nerve conduction testing. But the focus was not on the growth; instead the growth was a product of their philosophy about patient care. “Our main focus is improving physician efficiency to enhance patient care,” explains Sarah O’Dorisio, RT-R-MR.

While they started with a small local company’s billing and scheduling system, O’Dorisio quickly found that it did not provide the access they needed to their patient and practice data. In 1992, the decision was made to transition to The Medical Manager by Sage.

The scalable solutions from Sage Software allowed OSSMS to choose new applications and add them to their practice as they became available, and each new piece was completely integrated with the base system. The integration has been great for the staff, but it has also enhanced the patient experience in many ways.

One of the most valuable benefits reaped from the implementation of the electronic health records (EHR) solutions has been the improved access to patient information. All patient chart data is in The Medical Manager software, so it is at the fingertips of any authorized person who needs it. Data never needs to be re-entered in an interfaced modality. Even diagnostic images created in the practice and hospital records are available when they are required.

The convenience of having data readily accessible via a wireless handheld device and through the Internet is almost immeasurable. “There is no more issue of ‘I don’t have that information, I’ll have to get back to you in the morning’ when you get a call at home,” O’Dorisio says. “The physicians can access the information they need right when they need it to get patients the care they require without delay.”

**Customer:**

**Orthopaedic Surgery and Sports Medicine Specialists**

**Specialty:**

Orthopaedics

**Location:**

Virginia

**Number of Locations:** One

**Number of Employees:**

6 Physicians, 66 Staff

**Products:**

- electronic health records
- The Medical Manager
- Practice Analytics

**CHALLENGE**

The company had outgrown its billing and scheduling system. Furthermore, it did not provide the access they needed to their patient and practice data.

**SOLUTION**

Moved to The Medical Manager software which allows OSSMS to choose new applications and add them to their practice as they become available. Implementing electronic health records has improved access to patient information.

**RESULTS**

Profitability has increased every year with the addition of new technology; Two to four more appointments per hour, per physician have been added; Saving \$200,000 per year in MRI film; Eliminated eight man-hours per day pulling charts.

Having access to information may have many benefits, but The Medical Manager system offers more opportunities to streamline efficiency. The patient flow tracking and reporting features allow OSSMS to examine what is happening in the practice from day to day. "The tracking feature shows us how long patient visits take," says O'Dorisio. "As a result, we have improved areas where processes were slow or inefficient."

To further improve the workflow at OSSMS and to enhance the care of their patients, the EHR has significantly helped to reduce errors in charge capture and prescriptions. The wireless devices, in particular, have had an enormous impact on reducing errors. These convenient handheld devices can be used to enter data while away from the practice. As a result, charges are more complete and prescriptions are entered immediately and then uploaded wirelessly to The Medical Manager system when the physician returns to the office. As an alternative, the Internet can also be used on location at the hospital to enter charges, prescriptions, and lab requests.

The patient response has been very positive and O'Dorisio believes that the quality of the patient visit has improved as a direct result of the technology they have implemented. This improvement in the patient experience is despite the fact that the enhanced efficiency has resulted in the addition of two to four more patient appointments per hour per physician.

This very streamlined system allows the providers to spend the maximum amount of time with the patient. "I am definitely spending more time with the patient because I am not fumbling around with a chart. On the screen, I can find what I need quickly and I can write prescriptions much faster," says Dr. Trieshmann. "And the patients like the technology. Before, there was a kind of mystique about the chart and all that paper flipping around. Now they can look at the screen and see what I see."

As if the improvements to the physicians' workflow and the patients' experiences weren't enough, there have also been many financial benefits. While O'Dorisio readily admits that the focus is on investing in technology to improve care and not the bottom line, she says that the practice's profitability has increased every year with the addition of new technology.

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There are many examples of how the system has reduced costs. OSSMS implemented the advanced diagnostic image management system with Picture Archiving and Communications (PACS) functionality. As a result, they are saving \$200,000 in MRI film costs. Document and image management solutions have resulted in a reduction in man hours spent pulling charts, a task that previously took eight hours a day. As a result of the complete integration within The Medical Manager system, there is no more pulling charts and the data is available from any workstation in the practice when it's needed. "I can not possibly put a number on the total amount of money that we save with The Medical Manager system," O'Dorisio says.

OSSMS has installed every system that they thought would help them improve their practice, and both O'Dorisio and Trieshmann say they are eager for more technology and feel that Sage Software will continue to offer new innovations. "Technology is the most important investment you can make in your practice," says O'Dorisio. "Not just because it improves the practice workflow or increases profitability but because when your patients see you investing in these tools, they are impressed that their physician is willing to spend money and time on the latest and greatest solutions for them."

## 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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