

CUSTOMER SUCCESS



Worthington Pediatrics

Integrated Solutions with Intergy Practice by Sage

Stephen Mitchell
Office Manager

Office manager Stephen Mitchell had one main requirement when choosing a new practice management system for Worthington Pediatrics—he wanted a true Windows®-based system. After using the Medic software for eight years, which Mitchell describes as a reliable DOS-based system, he found Worthington Pediatrics was outgrowing the system, and he was tired of its many inefficiencies, mainly its design around code input. “We wanted to eliminate all the memorization and input of codes and find a Windows-based system with functions such as true point and click, drop down windows, and right click windows,” said Mitchell.

The practice chose Intergy Practice by Sage, a fully-integrated clinical and practice management system. “In addition to providing the Windows functionality I wanted, we also chose the Intergy system because it came from a stable company that we could count on to support the software,” said Mitchell. “We knew it was a good decision because the Intergy software provides clinical functionality as well, which will be critical when we begin our move toward a paperless office.”

Worthington Pediatrics has been using the Intergy software since April 2001 and is benefiting from dramatic increases in efficiency. The system has notably streamlined the appointment scheduling process, and Mitchell estimates the practice has cut the time spent on scheduling by one third. On one screen, staff can view schedules for all five practitioners—two physicians, two nurse practitioners, and a physician assistant. Scheduling is then simply a matter of pointing and clicking without any code input, all done in seconds before hanging up with the patient.

Intergy Practice is designed to allow for easy navigation with functionality such as multiple patient search capabilities via name, account number, date of birth, social security number, chart number, and even phone number. Mitchell primarily uses the patient’s last name to search virtually all areas of the patient’s file, such as appointments, receipts, and charge entry.

Charge entry is another area that has been streamlined. The practice enters its charges at the end of the day in batch mode, a process that previously took about two hours and is now completed in less than an hour. Mitchell said, “Charge entry now means just pulling up the patient by last name and entering a few CPT codes. It’s designed to be non-repetitive, so it’s very fast. If necessary, we

Customer:

Worthington Pediatrics

Specialty:

Pediatrics

Location:

Florida

Number of Locations: One

Number of Employees:

2 Physicians, 10 Staff

Products:

- Intergy Practice
- Intergy EHR

CHALLENGE

Replace old code-based management system with a Windows-based system that will streamline operations and offer easy navigation.

SOLUTION

Install Intergy Practice and Intergy EHR. Appointment scheduling and charge entry are streamlined, patient records are easily accessed.

RESULTS

Time required for scheduling has been reduced 30%; Charge-entry has been reduced by 50%; A/R turnaround has been reduced by 22%; Closing has been reduced by over 60%.

can easily have the patient's charges and receipts entered before they leave the check-out desk.”

The use of the Intergy system has allowed Mitchell to send 80-85% of his claims electronically through Sage Software. Through the audits and parameters in the Intergy software, the system is enabling the practice to create cleaner claims, and as a result, accounts receivable has decreased by 20% with fewer rejected claims from data entry errors.

He has noted a significant decrease in the practice's accounts receivable turnaround from 36-40 days to 28-32 days. “That means we are collecting our money faster and having fewer outstanding claims and collection issues, which in itself saves money.”

Reporting processes have also been simplified. The system provides over 200 reports, which can all be saved on the system to conserve paper and provide quick and easy access. Mitchell is particularly impressed with the closing report. Previously, closing required generating three separate reports and often took 30-45 minutes; the complete process (balancing and journal closure) now takes less than 15 minutes.

Intergy Practice has proven to be extremely easy to use for Worthington Pediatrics' staff. Drop-down help menus provide aid at any time, but Mitchell comments, “I don't even think we've used the help menus that often because it's so easy to use.” Its ease-of-use also provides Mitchell with peace of mind for training future employees. “The system is so easy to learn,” says Mitchell, “that we can virtually plug in our new employees and go.”

“The Intergy system has exceeded my expectations in terms of increasing efficiency in our office and also in terms of the service we've been provided through Sage Software,” Mitchell said. “The setup was extremely easy and they've responded in a timely manner with upgrades or changes we've needed to our system.”

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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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