

CASE STUDY

SOUTH ARKANSAS MEDICAL ASSOCIATES (SAMA),
EL DORADO, AR



HEALTHMATICS® EMR
ELECTRONIC MEDICAL RECORD

PRACTICE PROFILE

Type of Practice/Specialty	Family Practice
Date Practice Founded	Fall 1999
Go-Live Date	April 2002
Number of Locations	1
Number of Physicians	4 FT, 1PT, 1 Nurse Practitioner, 1 Physical Therapist
Number of Employees	25.5 FTE
Number of Clinical Users	6
Number of Non-Clinical Users	17
PM Vendor/Interface	Millbrook
Lab Vendor/Interface	Labdaq LIS
Hardware	Dell® servers and PCs, Fujitsu P-series handhelds
Web site	www.samahealthcare.com

SEEKING THE BEST SOLUTION

SAMA formed the largest family group practice in Southern Arkansas when four solo practices merged to form one integrated family medicine facility, complete with laboratory testing, expanded radiology, CT and UltraSound studies, acute and preventive medicine, and Physical Therapy. The four founding physicians recognized they could benefit from a paperless office and began seeking a robust office management solution. They reviewed five in-house EMR products, some ASP-based models, and actively pursued industry reviews of potential solutions. After a thorough evaluation, A⁴ HEALTH SYSTEMS' HEALTHMATICS EMR was selected on the basis of consistently positive reviews, functionality, features, ease of customization and navigation, and value.



"I would NOT ever go back to dictating notes. The system is worth every penny – the ability to conduct searches for drug recalls, instantly having up-to-date records, and being able to log on from home are just a few of the benefits."


*Dr. Gary Bevill, EMR
Implementation Team
Physician*

"We did a five-year lease purchase of our EMR through a local bank, and the monthly payments on it were several hundred dollars LESS than we were paying for transcription! Plus, we were saving even more on the intangible costs, like charting supplies and people running after charts."

*Dr. Gary Bevill, EMR
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"A⁴'s HEALTHMATICS is the only EMR I have seen that sets up the 'desktop' and the thought processes of seeing a patient in the office so that the screens and menus follow the logical and intuitive pattern of what a doctor does. The system is very intuitive, and even our least 'computer-savvy' physician and staff have had very little trouble making the transition."

*Dr. Gary Bevill, EMR
Implementation Team
Physician*

"We completed the contract signing (of both the practice management and EMR systems) to go-live date in the same short 120 days. A⁴'s support was both instrumental and exemplary throughout the entire process. The company is committed to prompt customer service, excellent on-site training, and the company's training in Cary was first-rate by folks who know the nuances of facilities and providers as ours, yet remain receptive to suggestions from their customers."

Jerry Detwiler, Administrator

COUNTING THE BENEFITS

- The single most important financial benefit SAMA has experienced is the virtual elimination of the transcription process, resulting in a near **immediate positive return on investment**. In fact, **the EMR is more than paying for itself in transcription cost savings alone**.
- **HEALTHMATICS EMR functions seamlessly with the practice's Millbrook Practice Management system** transacting demographics and billing information between the systems and proving effective in the complex, multi-faceted office environment and numerous care situations.
- **Physicians have found charge capture and required documentation to be easily entered into the system with minimal, and most often no typing.**
- **Patients benefit from improved care** due to current information and reminders being readily available to the physician.
- With office hours 7 days a week, HEALTHMATICS EMR **facilitates online services 24 hours a day, enabling decision-support for on-call physicians** able to logon and review patient records remotely.
- Although SAMA has not been faced with a Medicare audit, the practice has undergone several insurance audits with no documentation deficiencies found. This system allows the practice to ensure **all documentation and billing is accurate and complete**. The physicians no longer worry about being audited – they know they are accurately documenting, coding, and billing for visits and procedures.

FUTURE

The detailed database created by using the EMR has already proven valuable for identifying patients prescribed a certain recalled pharmaceutical product. The affected patients were contacted and cared for within four hours of the recall notice, a feat not possible with traditional paper-based methods. By their own admission, the physicians at SAMA realize they have not yet begun to fully appreciate the value of the collected information for patient care and management.