

# CASE STUDY

## QUEEN CITY PHYSICIANS, CINCINNATI, OH



*"An EMR does not allow you to see patients faster. What A4's EMR does is allows you to become more efficient in dealing with all the other mundane tasks involved in the daily life of the physician, thus, freeing up more time for patient visits."*

G. Stephen Cleves, MD and CEO



### HEALTHMATICS® EMR ELECTRONIC MEDICAL RECORD SYSTEM

#### PRACTICE PROFILE

<b>A4 Solution</b>	HEALTHMATICS® EMR Electronic Medical Record
<b>Type of Practice/Specialty</b>	Internal Medicine and Pediatrics
<b>Date Practice Founded</b>	1996
<b>Go-Live Date</b>	October, 2001
<b>Number of Locations</b>	8
<b>Number of Physicians</b>	38
<b>Number of Users</b>	106
<b>PM Vendor/Interface</b>	Misys PM™ [+Medic]
<b>Lab Vendor/Interface</b>	MedCom®
<b>Hardware</b>	Dell® servers, Dell® PCs and NEC® wireless devices
<b>Web site</b>	<a href="http://www.queencityphysicians.net">www.queencityphysicians.net</a>

#### SEEKING THE BEST SOLUTION

Members of Queen City Physicians (QCP) looked at a variety of EMR vendors to meet three primary needs:

1. Improve documentation quality and provide physicians with a mechanism to code with confidence
2. Standardize charting systems to assist QCP to move toward HIPAA compliance
3. Increase back office efficiency to reduce overhead costs.

An objective was established to meet all goals in a wireless environment

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*"I am confident we have chosen the best horses in this race to ensure physicians are reimbursed appropriately for the care they deliver to patients."*

Pamela Coyle-Toerner,  
President and COO

#### Why was HEALTHMATICS EMR chosen?

QCP chose HEALTHMATICS EMR because:

1. **The product has a strong embedded E&M Coding Calculator**, allowing physicians to code visits based on current documentation without underestimating what is being done on a daily basis.
2. **Key physician decision makers found the EMR to be intuitive.** Knowing that moving to any new charting system would impact how physicians practiced medicine, QCP needed something that would be easy to understand and operate from the start.
3. **The EMR is flexible enough to allow QCP's staff to customize** using QCP physicians' standard descriptions and terms used in prior documentation. From the first site installation, QCP's key users were building quick documentation procedures to share throughout the practice.

#### COUNTING THE BENEFITS

The two biggest benefits came within several months of going live on the system. Although the E&M Calculator was there from day one, the majority of QCP's physicians were not using it with all patients. They were more focused on getting accustomed to new documentation processes and 'closing out' the chart for the day.

Over time, a key internal medicine physician with a reputation for working hard started demonstrating the advantages of the E&M Calculator. His documented Level 4 visits increased tremendously within the first few months on the system. This success led to higher adoption of the E&M Coding feature within the practice. For QCP physicians, moving from a 99213 to a 99214 increased receipts on average by \$25 per visit. In this primary care setting, getting the physicians' attention in this way helped to change their behavior.

The second key benefit came when QCP became the first physicians' group in Ohio, authorized by the Ohio Board of Pharmacy to send "electronic prescriptions" via fax to retail pharmacies through HEALTHMATICS EMR. Patients particularly appreciate this convenience. Nurses and medical assistants no longer spend time waiting for pharmacies to answer telephones. Members of QCP's clinical staff used to routinely spend an estimated 3 to 4 minutes calling a prescription in to an area pharmacy. Now hundreds of orders are submitted in the time it formerly took to send a few.

#### LOOKING AHEAD

Queen City Physicians has another major change ahead. QCP is changing its practice management platform to AthenaHealth. It will take coordinated teamwork from A<sup>4</sup>, QCP and its newest partner, AthenaHealth, to ensure another success story.