

CASE STUDY

RALEIGH PEDIATRIC ASSOCIATES, RALEIGH, NC



“HealthMatics EMR provides our physicians and staff with immediate and direct access to patient information. The flow of the office appears much smoother as our employees do not have to ‘search’ for charts on a daily basis.”

*Nancy Coggins,
Administrator*



HEALTHMATICS® EMR
ELECTRONIC MEDICAL RECORD

PRACTICE PROFILE

Type of Practice/Specialty	Pediatrics
Date Practice Founded	1972
Go-Live Date	July, 2002
Number of Locations	2
Number of Physicians	13
Number of Employees	60
PM Vendor/Interface	CCA Medical
Lab Vendor/Interface	LabCorp®

SEEKING THE BEST SOLUTION

For as long as they can remember, Raleigh Pediatric Associates had been outsourcing transcription services, which left them with unavailable health data when they needed it most. Along with transcription problems, the practice had grown to 13 physicians treating 30,000 patients in two offices. Due to the increase in patient volume, physicians wanted to make sure that they could communicate efficiently among staff and other physicians without handwriting errors. Because of the practice’s increasing size and cumbersome transcription process, it needed an electronic medical record that would provide the structure they needed to practice effectively and efficiently.

After much discussion about making the switch to electronic medical records, the practice chose HealthMatics® EMR for the system’s user-friendly qualities and its natural fit within the pediatric environment. Members of the practice found they could customize the product to meet their specific needs, particularly in documentation. The practice also found that HealthMatics EMR best paralleled their previous paper processes, which provided a much smoother transition through automation.

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“HealthMatics EMR has enabled the connectivity between our two locations to be nearly seamless. Patient charts from both offices can be accessed easily at any time. The cost savings have been tremendous. The system has paid for itself! As a practice with thirteen physicians and one nurse practitioner, we completely eliminated the \$100,000 per year we were previously spending on transcription.”

Walter Koscielniak, MD

COUNTING THE BENEFITS

- **Access Anywhere, Anytime**

According to one member of the practice, the single most important benefit of implementing HealthMatics EMR is having access to patient information “literally at our fingertips.” Physicians utilize small, wireless Fujitsu P-series notebooks when they do an examination, enabling access to real-time patient information from the in-house server. Also, physicians can access the Internet to print educational materials or additional medical information.

- **The clinical design of HealthMatics EMR matches practice patterns**

Because of its intuitive nature and easy-to-use design, the clinical staff learned how to use the system with little difficulty. Also, documentation standards were easily established which allows the workload to be shared among staff and providers.

- **Avoiding unnecessary errors**

Physicians can print prescriptions directly to the front desk to avoid handwriting errors.

- **Reduced overhead**

Costs saved from eliminating transcription saved the practice \$100,000 a year and resulted in a return on investment within six months of implementation.

- **A better way to practice**

The practice overall experiences increased efficiency, accuracy and accountability. The practice also achieved more accurate coding along with enhanced staff productivity.

LOOKING AHEAD

Raleigh Pediatric Associates has had a very positive experience with HealthMatics EMR due to the system’s features and functionality for pediatric practices. Significant improvements in staff productivity have been realized, not to mention improved documentation and easy access to patient charts. As a next step, the practice is considering complementary technology such as an interface with a billing module.