CASE STUDY: Primary Care Practice

Medical Advantage Helps Primary Care Practice to Optimize its EHR

CHALLENGE:

With the continuing reliance on technology at the point of care, many small to mid-size primary care practices lack the resources required to fully optimize their electronic health record and practice management systems. Overly complicated EHR interfaces, and outdated workflows can contribute to practice inefficiency and staff burnout.

OUR SOLUTION:

Medical Advantage recently worked with a single location 11-provider primary care practice struggling with high staff turnover, a dwindling clientele and low reimbursement rates. The practice's eClinicalWorks EHR was problematic as it was not properly tuned to the needs of the practice, including out of date templates no longer aligned with patient visits common to the office. The practice was also experiencing a high rate of denied claims, and lacked an effective workflow to triage and resolve these denials. Medical Advantage consultants worked with the practice to determine their issues and key goals and developed a plan to turn things around.

Our services included:

- EHR optimization including improved templates to streamline patient visits and modified EHR alerts that raise the standard of care without causing alert fatigue for practitioners
- Updated EHR staff training to ensure best practices are in place and appropriate workflows and processes are being followed
- Billing automation and reporting to streamline and the billing and claims process
- Improved workflow to manage and triage denied claims and increase collection rates

MEDICAL ADVANTAGE CAN HELP:

Medical Advantage is an innovator in healthcare. Our years of experience, data-driven strategies and in-person approach drive change, improve outcomes, and maximize ROI. Our team has the expertise to provide customized, actionable solutions to decrease the cost of care and improve quality for your practice.

RESULTS:

After working with Medical Advantage, the primary care practice experienced:

- Increased provider and overall staff satisfaction due to streamlined templates and a more effective EHR
- Strengthened patient satisfaction thanks to faster visits, less wait time, and improved quality of care
- Higher quality scores and program performance due to improved template interface and updated mapping within the EHR database
- Increased payer reimbursements by 10% thanks to a streamlined billing and a reduction in denied claims

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ADDITIONAL EHR SUCCESS STORIES:

"Our practice's transition to a new EHR system was smooth and successful from day one thanks to Medical Advantage's on-site support.

From training in advance to expert on-site assistance during the day of go-live, our staff was immediately comfortable with our new system thanks to Medical Advantage's caring team of experts."

Operations Director,
Multi-location Gastroenterology Practice

"Ever since Medical Advantage helped tailor our EHR interface to be less confusing and more intuitive, our practice is running much more efficiently.

Our physicians are happier and more productive now that they're spending less time on documentation, and more time with patients."

Office Manager,
Five location family medicine practice

"Medical Advantage's deep understanding of not only our EHR system, but also our day-to-day workflow, provides our staff with a holistic support solution.

Unlike other helpdesk options, it was clear that Medical Advantage understood both the technicalities of our EHR program as well as the realities of the way practices operate."

Chief Medical Officer,
ENT specialty practice

To learn more about our EHR Consulting Services, contact us at info@medicaladvantage.com, visit medicaladvantage.com, or call 800.594.6115.

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