

Overview

Practice

Mysore Nagaraja, M.D.
Granada Hills, CA

Profile

Gastroenterology Solo Practice
Five Staff Members
Two Satellite Offices

Business Challenge

A rapidly expanding practice that endured the pitfalls of a leading EHR and practice management's hybrid and fragmented system for five years, which ultimately failed to meet their business objectives.

Solution

Implemented GeniusDoc Gastro, a fully integrated EHR and PM solution that addressed the unique business processes of a gastroenterology practice, bridging the disconnect of the prior solution.

Years Ago, A Gastroenterologist Had a Vision

Like all healthcare practices, Dr. Mysore Nagaraja is under constant pressure to reduce costs while improving the quality of his care. Five years ago, Dr. Nagaraja wanted to use technology to eliminate paper-based patient charts, reduce manual processes, reduce costs, and ultimately improve the quality of patient care. After an extensive search, Dr. Nagaraja purchased an EHR and PM system from a leading vendor. Eventually, Dr. Nagaraja found that the software did not adequately satisfy his needs and abandoned the software, even after significant monetary investments in the technology.

Dr. Nagaraja and his office staff were overwhelmed by the growing gastroenterology practice. As an early adopter, Dr. Nagaraja was willing to bear the initial financial and time costs to generate benefits he knew were possible with the "right" system. Dr. Nagaraja was looking for a solution that automated the complexities of running a successful gastroenterology practice.

In reinitiating the search for the "right" system, Dr. Nagaraja used his prior experience to establish a new set of evaluating criteria:

- ◆ Extent of customization
- ◆ Information
- ◆ Ease of Use
- ◆ Full Integration
- ◆ Gastroenterology Practice Management
- ◆ Remote Connectivity

Product Distinctions

- ◆ Extensive GI Knowledge Base
- ◆ Seamless Integration between EHR, Scheduling, & Practice Management
- ◆ Disease Management
- ◆ Image Management
- ◆ GI Specific Point of Care Charge Capture
- ◆ Business Intelligence

Benefits

- ◆ Adapts to Provider Workflow
- ◆ Better GI Specific Documentation
- ◆ Better GI Specific Coding
- ◆ Increased Staff Productivity
- ◆ Complete Transcription Savings
- ◆ Increased Revenue
- ◆ Shortened A/R Cycle
- ◆ Eliminates Missed Revenue

"I was amazed how easily GeniusDoc fit right into my practice immediately without any customization."

Dr. Mysore Nagaraj, M.D.

Extent of Customization

Dr.Nagaraja's initial search produced a limited selection for subspecialty practices. Lack of options forced Dr.Nagaraja to choose a generic EHR/PM system that required him to build GI content for a system catered to primary care physicians. Though Dr.Nagaraja was diligent in his efforts to customize the system, the system's inherent deficiencies demanded valuable hours of his time and money.

As a private practitioner with a thriving practice, Dr.Nagaraja did not have time to care for patients and build GI content again. His search for a quality system again produced a limited selection for GI EHR/PM systems. That is, until he found GeniusDoc Gastro.

GeniusDoc's extensive GI content at the point of care improves the quality and efficiency of patient management. It includes critical information on drugs, diseases, interactions, lab information, treatment options, and guidelines for gastroenterology. This means GeniusDoc is already customized to serve the treatment and business requirements of GI practices.

Information

Past experience reminded him of the importance of having correct and complete information at the point of care. Now, he was looking for a system that provided him with all the necessary information at the right time and in the right place.

"But in using GeniusDoc, I haven't found my style of practice changing to be in sync with the software. I'm the one still in control. All the information I use regularly to treat my patients is literally in front of me and it's so easy to find! I used to spend so much time writing my notes during and after the visit -- now I don't have even have to type a single word unless it's absolutely necessary. Now all I do is a click here, a click there, and I finish my visits much faster but with much more thorough documentation."

With GeniusDoc, this point-and-click functionality reduces documentation time by over 80%. Documenting patient encounter at the point of care eliminates delays due to cumbersome manual documentation and transcription, with costs in both time and money.

Experience Prior to GeniusDoc

“Many vendors don’t mention the initial hours required to become familiar with their software. But the time a physician has to allot for initial training and for the learning curve reflects the fundamental design of the software. And the learning curve became steeper as I compromised my style of practicing medicine to fit the software design.”

Experience With GeniusDoc

“From my initial demo to my current use, I’ve never been ‘lost’ in the application. I can take advantage of the software’s powerful features because of its navigational interface, but more importantly I’m efficient in using such features.”

“Not all my staff is computer savvy. But I didn’t have to spend money training the staff to ‘look for information’ because everyone can find the information they need quickly. The training has been more focused on learning GeniusDoc’s powerful functionality.”

Dr. Mysore Nagaraj, M.D.

Ease of Use

As an early adopter, Dr. Nagaraja was initially swayed by promised savings of time with leading applications, but soon found himself compromising his style of practicing medicine.

The inherent layout of GeniusDoc is based on understanding the constraints of a physician’s time. The global vertical menu interface follows the typical progression of a patient encounter, with subelements organized in relation to a visit. Labeled tabs allow for easy navigation through the application to find necessary information, easily and quickly. Within a matter of hours, Dr. Nagaraja was using the application to document clinical notes, automate order results, prescribe electronically, and provide easy-to-read superbills for his billing staff upon visit completion, as if he had been using GeniusDoc for years.

GeniusDoc’s layout is also based on understanding the varying levels of computer users in a medical office. As such, the horizontal menu interface is designed for the use of the office staff and their primary tasks, with minimal training required for even the most computer illiterate user.

Full Integration

It is challenging to find applications seamlessly integrated between practice management and EHR systems. Dr. Nagaraja’s previous vendor provided such integration, but he was required to buy an expensive suite of products, after not opting to limit the electronic experience with hand-picked modules.

Contrary to his prior experience, Nagaraja finds “maintaining one database with GeniusDoc saves countless hours in maintenance, upgrades, and interface work. Implementing something once instead of multiple times means one purchase, one implementation, one training, and one server to maintain and back up.” To say the least, there are enormous cost savings with buying an integrated system. GeniusDoc’s integration between electronic health records and medical billing provides a tool that encompasses all the financial, clinical, and operations elements of successfully running a practice.

Attainable Benefits with GeniusDoc:

“My billing staff has not stopped raving about GeniusDoc. The business logic they manually utilized to increase my revenue is now automated.”

“I love that I have a better idea of who I’m seeing and how I’m spending my time with my patients at hospitals.”

Dr. Mysore Nagaraj, M.D.

GI Practice Management

Dr. Nagaraja finds many workflow and financial benefits with GeniusDoc, in addition to the clinical advantages. Initially, Dr. Nagaraja expected the traditional savings promised by vendors – transcription, paper supplies, and storage space. But he got much more with GeniusDoc Gastro.

GeniusDoc’s encounter-driven scheduling and billing allow administrators to proactively manage the business of healthcare. “Billing for a GI practice is complex. My billing staff routinely spent hours billing with modifier guidelines. It’s hard to ignore human error, but it hurts my bottom line when services are not appropriately reimbursed or claims are rejected.”

“My billing staff was initially skeptical about software implementing their business logic and continually verified whether GeniusDoc was handling the complexities of using modifiers. I haven’t heard of one instance where GeniusDoc didn’t performed up to its billing capabilities. They love that they don’t strain their eyes deciphering my handwritten hospital visit notes anymore. It’s too early to calculate the ROI, but I’m confident in a better working capital situation”

Remote Connectivity

With multiple satellite offices, Dr. Nagaraja needed a user-friendly way to have secure access to the core decision making application and patient information, anywhere, anytime.

As a gastroenterologist, connectivity from imaging centers and endoscopy centers is especially critical. Regardless of his location, Dr. Nagaraja has improved efficiency by remotely logging into the system using GeniusDoc’s built-in VPN technologies for the vital information necessary for quality patient care.

Such connectivity has eliminated redundancies, inefficiencies, inconsistencies, and oversights with centralized access to the integrated records and practice management system. This foundation, unlike most systems, allows the various offices to operate as one, accruing the advantages centralization and "strength in numbers" can bring.

Unlimited Potential

Prior to the GeniusDoc implementation, Dr. Nagaraja's staff worried about another attempt to transition from a paper to a paperless office and the extra hours it would demand on their schedule. Early on, they realized their experience with GeniusDoc was not to be compared with the hassles of their abandoned vendor. While the transition is a gradual process, it does not have to be a daunting endeavor with the proper software and implementation team. Over time, office productivity of the staff has increased as less time is required to pull charts, find desired information, and re-file charts. Within minutes, the necessary information can be found and efforts can be directed to other demands of the office.

"My staff and I can't imagine going back to paper charts and our old method of billing now that we've been using GeniusDoc. We've finally found a product that is fully integrated with the clinical and business fronts of my practice" Dr. Nagaraja says.

Dr. Nagaraja's vision is finally being realized. GeniusDoc has provided the clinical IT infrastructure to guide him toward faster, more efficient patient care.