

Granite Orthopaedics Increases Patient Volume by 40% with the Intuitive EHR System, EMA™



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— SPENCER SCHUENMAN, MD

KEY BENEFITS

Orthopedic-specific electronic health records (EHR) system

Thorough training supports success

Ease of use helps increase productivity

Intuitive interface enhances workflow

A NEED FOR CHANGE

Granite Orthopaedics, located in Prescott, Ariz., was using a server-based EHR system that was far from intuitive. With nine providers across two office locations, the expensive license fees and lack of efficiency this system provided prompted a need for change.

Chris Studinger, Practice Director, explains, “Our previous system was template-based and not orthopedic-specific. Also, as the practice grew, the additional license fees were exorbitant considering the lack of quality this software offered. We began searching for a different solution, making sure we considered all of our options given the abundant need for improvement. We were in the process of looking at twelve different products when a colleague of mine suggested Modernizing Medicine’s EHR system, EMA. We participated in a demonstration and the decision was easy. EMA’s native iPad application is cloud-based, easy to use and is designed for orthopedics; not to mention the pricing was very reasonable. The mobility and intuitive functionality EMA presents positions it in a class all its own.”

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THOROUGH TRAINING HELPS LEAD TO SUCCESSFUL IMPLEMENTATION

“Once our physicians had decided they wanted to utilize EMA, the team at Modernizing Medicine and I came up with a training schedule. A combination of an easy to use system, thorough training provided by Modernizing Medicine educators and commitment from our staff, resulted in a successful implementation,” Chris shared.

“We participated in eight web-based trainings that were held over lunches. I felt this was great for providing a baseline of education for the staff while also an opportunity to generate excitement for our new EHR system. Following the web-based trainings, we completed a two-day course in the office facilitated by a Modernizing Medicine trainer. I feel this really allowed the team to get all of their questions out of the way and provided a very complete training. Two weeks after the launch we had ironed out any issues and our clinic volume was back to normal. Honestly, I didn’t have one person in the office complain during the ‘ramp up’.”

“Two months into using EMA we had a trainer visit to work with our staff to refine their skills. I feel this worked very well and was a nice way to round out the process. I am a firm believer in education and wanted to develop a strategic relationship throughout the process, which I continue to have with the team at Modernizing Medicine.”

PRODUCTIVITY AT AN ALL-TIME HIGH

Practicing orthopedic surgeons designed EMA, so it knows orthopedic workflow. It's an adaptable tool rather than a hindrance, allowing the providers at Granite Orthopaedics to focus on their patients. The touch-based, intuitive iPad interface comes outfitted with orthopedic-specific medical content, which helps increase productivity and improve coding accuracy.

Chris shares, "My biggest concern with adopting a new EHR system was that it would inhibit our practice workflow and decrease productivity. Since implementing EMA, we have increased the number of patient encounters by 40%. EMA has really simplified our flow without sacrificing our documentation. A follow up appointment can be documented in a matter of minutes with just a few taps on the iPad and our patients appreciate the dedicated attention they receive from our providers."

EMA is also equipped with ICD-10 codes to help Granite Orthopaedics get paid properly. When the exam is complete, the documentation is done and the bill is ready automatically. Dr. Spencer Schuenman, an orthopedic surgeon at the practice, shares, "Not only is EMA an efficient system but it has helped us be more comprehensive with our billing and substantiating E&M codes that we submit. Because EMA is so intuitive, I rely on the coding it automatically generates to make sure I capture all of the charges necessary, and I have the thorough documentation to back it up."

ONGOING SUCCESS

EMA captures and organizes the structured data needed to attest for Meaningful Use while enabling providers to check on their status along the way. With the help of EMA and Meaningful Use Safeguard Services (MUSS), which provides a dedicated Compliance Advisor to assist with attestation, Granite Orthopaedics successfully attested for Meaningful Use.

"We couldn't have done it without EMA and MUSS. EMA aggregates the data and organizes it for you to ensure you have everything you need for attesting. We decided to enroll in MUSS because we wanted to have a compliance expert readily available to help us along the way, which was invaluable during that process. Also, with the upcoming increased mandates of quality care, MACRA and MIPS, I'm certain having these resources will help us be successful," said Chris.

"Our experience with Modernizing Medicine has been positive from the beginning and continues to be. Their team is forward thinking and is always responsive should we need assistance. Other EHR vendors just put patches on problems and aren't really advancing. Modernizing Medicine continues to be dedicated to building outstanding products in the marketplace and we look forward to working with them for many years to come."



To learn more about the products Dr. Schuenman and Chris Studinger discussed, please request a demo at www.modmed.com or call 561.235.7503

