

Connecticut Family Orthopedics Increases Patient Volume and Improves Financial Outcomes by Switching to modmed[®] Orthopedics



“Since implementing EMA, I’m more efficient throughout my day. I can order blood work and radiographic studies quickly, and I can send patient information to referring doctors with just a few clicks. I’m usually done charting by the time I leave the office versus spending hours at home completing my notes.”

— F. SCOTT GRAY, MD

KEY BENEFITS EXPERIENCED

Streamlined workflow and reduced errors with an all-in-one system

Increased patient volume by 10 patients per day per provider

Saved around 80 hours of work per week

Shortened payment turnaround times

FROM OUTDATED TO MODERN

The board-certified and fellowship-trained surgeons at Connecticut Family Orthopedics are dedicated to providing a full continuum of care to their patients, including diagnosis, treatment, prevention and rehabilitation of injuries. As the practice grew to 10 providers and three locations, their need for innovative, specialty-specific technology drove them to switch to Modernizing Medicine[®]'s modmed Orthopedics suite. This suite includes the award-winning electronic health records (EHR) system, EMA™, and a Practice Management (PM) platform.

Billing Manager Courtney Hill shared, “Our previous EHR and PM systems were outdated and performed inadequately, which prompted the switch. We researched other systems by entering our needs into a software review site that compared different vendors. From there, we narrowed down the list to three companies, including Modernizing Medicine, and began interviewing each. We quickly discovered that EMA is more modern, orthopedic specific, innovative and well priced than any other system we had seen. Also, I’ve worked with 12 different practice management systems, and Modernizing Medicine’s PM platform is by far the most user friendly I’ve experienced.”

A SEAMLESS TRANSITION

“We utilized the onsite training program Modernizing Medicine provides and the transition was seamless. We came prepared to learn, and the Modernizing Medicine trainers were patient with us as we worked through the learning curve together. Our providers were comfortable with the system after the first training session because it’s that easy to use.”

“Since implementation, we’ve gained efficiency, enabling each provider to see around 10 more patients per day. They also appreciate the ability to access patient information from home using the PocketEMA™ app on their phones. Because EMA interfaces with Ambra Health’s medical image management suite, they can also view X-rays, which saves time.”

FINANCIAL CLARITY IMPROVES OUTCOMES

As part of an all-in-one solution, EMA and PM work seamlessly together to streamline scheduling, check-in, checkout, billing and reporting. The time saved enabled Connecticut Family Orthopedics to increase their patient volume and shortened payment turnaround times.

“With our previous system, it took some providers two weeks to finalize their notes because they dictated and the system required multiple clicks. This delayed billing, so my reporting was off. With EMA, the providers can finalize a note right away, which makes a huge difference in terms of financial reporting. Now, we are down to the day with our financials versus two weeks,” Cortney said. “The suggested codes EMA automatically provides have helped increase our revenue, and the physicians like being able to view billing codes directly from the chart. Also, the front desk can view the note and patient balance owed. This transparency helps reduce errors and facilitates staff communication because we don’t have to jump back and forth between systems.”

“In our old system, we couldn’t view the explanation of benefits because it was housed on a different website that we couldn’t access. With Modernizing Medicine’s PM, all the information we need is at our fingertips, so we are prepared when a patient calls with questions about their statement. Having patient information easily accessible is a huge

timesaver. We’ve been able to cut down at least two full-time employees, which saves around 80 hours of work per week,” said Cortney.

“Our biller and I love the reporting functionality PM offers. Every Monday, we run the denial and unallocated reports to ensure money collected was posted. The denial report identifies our high-dollar claims and sorts them by oldest to newest so we don’t file in an untimely manner,” explained Cortney. “We are happy to see that the turnaround time for payments is much quicker than with our previous system—payments arrive within 30 days, and we currently don’t have any outstanding payments over 90 days.”

MODERNIZING MEDICINE CARES

“I love modmed Orthopedics because it is the most user-friendly, cutting-edge system I’ve seen. The technology is continuously updated, and Modernizing Medicine takes their clients’ recommendations seriously. We also fell in love with the way Modernizing Medicine treats their employees and cares about the patient experience, which is the same mindset we portray at Connecticut Family Orthopedics,” said Cortney.



To learn more about the products Dr. Gray and Cortney discussed, please request a demo at modmed.com or call 561.235.7503

