



CASE STUDY

Mission Peak Orthopaedic Medical Group (MPO) is a 7 provider practice including 5 physicians and two physician assistants, based in Fremont, CA, with a total of 3 locations and 30 users, specializing in orthopaedics, total joint replacement, physiatry, and podiatry. They also treat worker's compensation cases.

In the spring of 2011, MPO was completing their evaluation of EMR systems and had selected a system. After seeing the Prime Clinical solution at the COA conference and subsequently reviewing On Staff Intellect (OSI) and Patient Chart Manager (PCM) in more detail at their office, they chose the Prime Clinical system in late June. The major factors in their decision were the simplicity of the software, cost effectiveness and the comprehensive set of features and functionality that could work together to satisfy their needs.

An aggressive implementation schedule began July 1 with the goal of being live and operational on both the practice management and EMR features in 90 days. Working closely together, that goal was accomplished with the practice going live on the practice management portion the second week of September, followed by a go-live on the EMR portion the first week of October. This included a demographic data conversion from their prior practice management system.

Converting a practice of this size and scope in such a short time did present some challenges including upgrading the network infrastructure with faster internet connectivity, wireless in the office, phone lines to service the new e-fax feature, and remote office connectivity. Final resolution of these issues did extend beyond the initial 90 days. Support from Prime Clinical in working through these issues was prompt and attentive and the Prime staff worked closely with the MPO staff to identify and solve the problems. MPO found the persistence of Prime Clinical to resolve issues and move forward especially helpful.

MPO has achieved their initial goals and are successfully using the system in a production environment. They were able to eliminate about 3,000 paper charts within 4 months using the efficient bar coding feature of PCM which automatically scanned and organized their paper charts into their pre-defined chart tabs. With electronic charts, PCM has helped reduce the

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time staff takes in preparing charts. Charts are now easily accessible which has helped increase the efficiency of their workflow. The flexible data tables provide the means to log and track the various stages of the workflow and to run reports for requisition status. In addition to eliminating paper charts, they have for the most part eliminated their transcription costs by integrating voice recognition software within PCM. All of the doctors are using Dragon® Medical and are satisfied by how Dragon and PCM work together.

Remote connectivity and access to PCM from home is also a useful feature and allows the providers access to their charts from anywhere. E-prescribing has eliminated a good portion of paper prescriptions. The features they found especially helpful were the automated chart scanning, e-prescribing, e-faxing, and the flexibility to setup forms and templates that matched their prior paper workflow. From a business perspective, the practice has found the daily reports identifying past due accounts very helpful in minimizing their accounts receivable and the utilization reports very beneficial

MPO and Prime are continuing with on-going implementation of additional features and the addition of a new satellite office. While they are still working on achieving final results, they are using the system very effectively and are very satisfied. MPO understands that implementing EMR is an on-going work in progress as regulations and requirements continue to evolve and must be implemented to meet the individual styles and preferences of the doctors.

Four of the doctors attested for Meaningful Use in the first quarter of 2012 and have received their initial incentive funds through Medicare. The automated meaningful use reports have been helpful in achieving initial meaningful use and in tracking on-going compliance with the requirements. The 5th doctor joined the practice in August and will complete his attestation in the 4th quarter of this year.

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**Fremont
Pleasanton
and
Hayward, CA**

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