

## Case Study

### Customer:

David E. Amos M.D. has been in private family practice in Milwaukee since finishing residency in 1974. His clinic employs a full-time office manager and three part-time MAs who share front office responsibilities. As the clinic's sole provider, he sees approximately 100 patients per week. His patient population ranges in age from newborns to geriatrics. Of his years of service in the same community Dr. Amos says, "I have been in practice long enough that I am treating the children of the babies I've delivered."

### Challenge:

While still enjoying the practice of family medicine, Dr. Amos was growing weary of the paperwork. With nearly half of his claims going to Medicare or Medicaid, his records were routinely audited. "These occasions were very stressful for me. Paper charts are never truly complete. Any doctor will tell you that it is impossible to write down everything that happens in an encounter, especially when the note is completed at the end of the day. Further, there were times when my penmanship is sometime illegible even to me." This pressure, combined with declining reimbursements and the prospect of further cutbacks, had convinced him that retirement in 2008 might be his best option.

The challenge, as Dr. Amos saw it in 2006, was how to make his final two years of private practice as enjoyable and rewarding as possible.

### Solution:

When Dr. Amos saw a demonstration of MedcomSoft Record, he knew immediately it would solve his audit issues. "I had never seriously considered adopting an electronic medical record," says Dr. Amos. "Given my lack of familiarity with computers in general, I'd assumed that the transition would take too much of a toll on my practice and that I might be forced out of business rather than retire."

Dr Amos selected MedcomSoft Record because of the ease with which he could create a detailed, clinically specific note. "At the time," he says, "I had no idea what a significant impact Record would have on my practice. As I learned more about the system's capabilities, I was increasingly impressed by its range."

Despite that fact that he planned to use his EMR for only two years, the promise of worry-free audits was enough for him to overcome any concern he had about the investment.

Today, Dr. Amos carries a tablet PC instead of a clipboard. "Now I just click my way through a protocol and the note is done before I leave the exam room."

## Results:

"I am enjoying practice so much using Record, that I've decided to delay retirement. I may practice for ten more years. My only regret about MedcomSoft Record is not having purchased it years before," Dr. Amos says.

The benefits on his clinic and his lifestyle have been profound. In the first year after implementation, Dr. Amos's clinic was audited five times, all without incident. "My clinical documentation is completely prepared for auditing at any point. That alone removes a great deal of stress."

Further, Dr. Amos is charting more completely with MedcomSoft Record. "I am charting at the point of care, so I miss nothing, and because the system automatically codes everything I chart, we are billing more accurately." As a result, the clinic's average billing rate has increased over 30 percent.

In addition to the billing increase, Dr. Amos' clinic has become more efficient. He had paid a percentage to third-party billing companies for years. Now his office manager uses MedcomSoft Record to bill electronically. "What was once a cost of doing business is now added revenue, so we've become that much more profitable," says Dr. Amos.

"For these, and a number of other reasons, I would and do recommend MedcomSoft Record to my colleagues in private practice."

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### ***12-Month Revenue Comparison:***

**March 2005 - February 2006: \$398,000**

**March 2006 - February 2007: \$526,000**

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