



ALLSCRIPTS™
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CASE STUDY

Ashburn Sterling Internal Medicine & Pediatrics Landsdowne, VA



HealthMatics® Office

SEEKING THE BEST SOLUTION

Ashburn Sterling Internal Medicine and Pediatrics provides medical care for geriatrics, adults and children, such as routine infant care, pediatric and sports physicals, state of the art cardiac evaluations, weight loss treatment and counseling, and well woman care. After spending significant time and money pushing paper due to paper charts, the practice decided to purchase an Electronic Medical Record system. "We were wasting a lot of time finding and pulling charts, and attaching correspondence and notes to those charts," reflected Tareq Abedin, MD. "Nothing could get done, such as prescription refills, patient messages, etc, until someone had the time to search and pull the chart, so there were delays in just about anything we did."

In December 2002, Ashburn selected Allscripts' HealthMatics EHR to automate the practice, impressed by the system's comprehensive functionality. "The Allscripts sales rep took the time to answer all my questions and show me the system's features," said Abedin. "A lot of vendors say their product can do this or that, but you later find out it is vaporware. I didn't have that experience with Allscripts."

In April 2005, Ashburn turned to Allscripts once again for a Practice Management system. The group had become disenchanted with the level of support from their current PM vendor, and chose to make the move to HealthMatics® Ntierprise.

COUNTING THE BENEFITS

- ▶ **Ease of Use** – Allscripts' EHR is so easy to use that Dr. Abedin decided to skip training all together. Now, he is considered one of the system's top users.
- ▶ **Increased Productivity** – Although the practice is not seeing more patients, staff is more efficient and spending more quality time with patients. Everyone leaves earlier in the day now, since nurses are not staying late to call in scripts, front desk staff are not pulling/filing charts and physicians have already followed up with their patients during the day, particularly with Web messaging through the EHR.
- ▶ **Appropriate Coding** – Ashburn admits they used to down code a lot before HealthMatics EHR because there simply was not enough time to fully document an encounter. Now, the practice is confident they are appropriately documenting and coding for care.
- ▶ **Wireless Mobility** – Physicians describe the convenience of wireless notebook computers as "awesome." They can quickly get back to a patient and take care of an urgent refill – all in 2-3 clicks between seeing patients.

"We have really been able to reach new levels of care. HealthMatics EHR enhancements and its integration with HealthMatics Ntierprise simply make the office run better."

*Tareq Abedin, MD
Physician & CEO*

CUSTOMER PROFILE:

- ▶ Internal Medicine & Pediatrics
- ▶ Practice Founded August 2000
- ▶ 1 Location
- ▶ 13 Employees
- ▶ 2 Physicians, 1 NP
- ▶ Patient Volume 40 - 50 per Day
- ▶ Hospital: Inova Loudoun Hospital (ILH)



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- ▶ **Hospital Interface** – Ashburn Sterling’s local hospital, Inova Loudoun Hospital (ILH), has implemented the Novo Healthcare Grid for the secure exchange of information across the healthcare community. Ashburn Sterling was the grid’s first success story, with an easy interface with HealthMatics EHR for hospital results, such as dictations, x-rays and labs. Results are immediately available for the practice’s physicians to manage and discuss with family. When patient family members call about x-ray results, staff can immediately access the reports in the EHR and, in most cases, have already reviewed the reports prior to the inquiry. Consultation dictations are equally lightening quick, according to Dr. Abedin. Early morning consults are available late morning or early afternoon. “The hospital interface has been excellent. It was wonderful last week when I was able to see my discharge bilirubin on my EHR before the nursery would have had a chance to call me.”
- ▶ **ePrescribe** – After frustration over electronically faxed scripts sitting in a pile of faxes at the pharmacy, Ashburn Sterling jumped at the chance to start utilizing ePrescribe through HealthMatics EHR. Now, the pharmacies are wired through the SureScripts Network and new prescriptions and refills are electronically managed between the pharmacy computer and the practice’s EHR. Since refills are no longer phoned in, both the practice’s staff and phone system have felt a reprieve. Patients are also thrilled at the convenience of prescriptions waiting for them by the time they arrive at the pharmacy.
- ▶ **Online Patient Services** – Ashburn provides online patient services via their Web site and the use of HealthMatics® Access online patient portal. Patients are given a user name and password for the online portal, where they can make appointment and refill requests, view lab results and message their provider. “HealthMatics Access has been great. A number of patients are starting to use it as their primary way of communicating with us because it’s extremely convenient for them.”
- ▶ **Remote Access** – The physicians love remote access to the EHR, especially when they are at home. And, with the hospital interface, physicians can follow the labs and procedures on their patients—all from the comfort and convenience of their home.
- ▶ **Streamlined Transactions** – Ashburn Sterling utilizes HealthMatics® iBill Statement Management and HealthMatics® iClaim Claims Processing solutions for faster and more efficient payments. The practice especially likes HealthMatics iBill’s automatic address correction of patients who have moved.

“It is wonderful to be spending more time with the patient and less time with the chart. Many of the mundane tasks have been eliminated in the office, allowing the staff to spend the time with people and clinical issues. We’ve extinguished time consuming tasks, such as manual prescription refills, filing or pulling charts, and posting charges. For the patient, having their prescriptions ready and waiting at the pharmacy, having the results of labs done yesterday, or the x-ray done 2 hours ago is priceless.”

Tareq Abedin, MD
Physician & CEO

LOOKING AHEAD

The results achieved by technology so far at Ashburn Sterling have only motivated the practice to pursue more ways to achieve efficiency with their combined Practice Management and EHR system (HealthMatics Office). Currently, the group is looking at way of using OCR (optical character technology) to incorporate hospital order sets and practice guidelines right into the EHR.