



# Long-term partnership benefits otolaryngology practice

Dr. Carl Nechtman



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## Client Case Study

Dr. Carl Nechtman has had a long-standing vision to provide patient-focused healthcare and to be the quality leader among ENT practices in the area. Integral to that vision, Dr. Nechtman established a partnership with MedSym, Inc. as his healthcare information technology partner.

Since 1998 MedSym and Dr. Nechtman have collaborated to advance quality of care programs and practice operations objectives. Over the course of many years, the ConcurMD practice management and electronic health record (EHR) application has delivered many productivity enhancements to the practice.

### About the Client

#### Dr. Carl Nechtman

**Location:** Foley, Alabama

#### MedSym Products:

- ConcurMDPM
- ConcurMDEHR
- ConcurMDLIS

#### MedSym Services:

- Application Service Provider (ASP)
- Professionally Staffed Support Desk
- Customized ENT Templates
- CCHIT Certified EHR

Dr. Nechtman has been in practice for almost 20 years and currently provides patient care in Foley, Alabama. His clinic has served more than 12,000 patients in a paperless electronic medical record environment.

"MedSym's knowledge, support, responsiveness, organizational flexibility, diversity of talent and skills make them a valuable partner," said Dr. Nechtman. "They continue to develop system functionalities that support my ability to deliver high-quality patient care to the increased patient volume that we serve as otolaryngology physicians."

### Enhanced practice communication

The ConcurMD system is designed with a closed-loop communication process that facilitates clinicians and staff to share information. The system fully supports intra-office messaging with intelligent routing features that advances care quality, staff efficiency, education and financial performance. The ConcurMDEHR ensures physicians and nurses easily share complete, accurate data.

"The MedSym system has enabled the practice to enhance the communication among our clinical care team members since clinical information is available on a real-time basis and can be accessed concurrently from multiple locations throughout the practice and also in off-site settings," said Dr. Nechtman.

### Extensive efficiency improvements

Since the implementation of the ConcurMDEHR, lost or misplaced charts have become non-existent, as the practice has achieved a paperless environment. Because the MedSym system makes charts available anytime, anywhere, the practice no longer wastes time retrieving or storing records. In addition to avoiding time-consuming paper chart searches, the staff benefits from better coordination of care and real time documentation.

"We are able to provide more timely and complete health records information with the MedSym system, I also have the ability to access the ConcurMD system from anywhere and anytime, and view any information at my convenience", said Dr. Nechtman. "I am even able to access with different operating systems, in particular PC and Mac. This enables me to use the computer for other purposes beyond just the office."

The ConcurMD system has enabled the practice to adjust its staffing model from a clerical focus to one that is more clinical with better financial oversight of charges and coding. This shift was evident in the post-implementation reduction in file clerk positions, an adjustment that allowed for investments in other areas of the practice.

### Streamline charge capture process

Today, care teams at the practice utilize the system to place orders; physicians place a high percentage of those, with nurses placing the remainder. Full utilization of charge capture eliminates the potential for lost charge slips and coding errors, creating more accurate billing and faster turn-in remits.



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— Dr. Carl Nechtman, Foley, Alabama



### Client Benefits

- Fully integrated PM and EHR
- Eliminate duplication of data entry
- Eliminate repetitive manual tasks
- Create super bills automatically
- Improve E&M coding
- Access charts immediately, anytime, anywhere

ConcurMDEHR™

ConcurMDPM™

ConcurMDLIS™



Nurses now complete a large percentage of patient documentation within the ConcurMD system. In addition, nurses perform many functional assessments and documentation of services and orders. Prior to system implementation, compliance with these procedures was low. "The nursing staff would object vehemently if we took away the ConcurMD system," said Dr. Nechtman.

### Decision support enhances patient safety

The MedSym system assists clinicians in providing safe and efficient care by delivering real-time clinical data at the point of care. The MedSym EHR also has helped decrease medication errors. "We chose MedSym from the onset for its fully integrated practice management and EHR solution," said Dr. Nechtman. As an example of the improved efficiency, the oversight for correct orders verification has improved dramatically.

When a patient comes into the office, Dr. Nechtman's staff enters all of the demographic information — name, address, insurance — into the ConcurMDPM system. The PM and EHR is fully integrated and work together seamlessly to update the patient's chart automatically. There's no need to input it again into the EHR — the data is always fully synchronized.

"A clinician is less likely to make mistakes with the MedSym system because it provides care practice prompts and pushes information to the clinician at the time of ordering," said Dr. Nechtman. He went on to say, "Eliminating redundant processes improves the quality of care provided, which is vitally important to us as a practice that is serving a high demand of patients coming into our clinic. This is all done in real time via a multi-user interface."

### Automation bolsters financial performance

At any given time, any of the authorized staff associated with the practice can use the EHR to see what type of care, what kind of procedures, what kind of medications a patient has been given. "The ability to have a comprehensive view of all patient encounters has substantially improved the efficiencies of the staff at all levels in our practice," said Dr. Nechtman.

Since implementing the MedSym system, Dr. Nechtman has seen a substantial shift in how his time is spent. With dozens of predefined clinical templates available to him, he is able to update information while he is meeting with patients, saving valuable time in his practice management. Tasks that used to take four minutes or more to write now take 30 seconds to add to the chart. Moreover, Dr. Nechtman was able to build customized templates ensuring a personalized workflow.

As an example of how much time he has been saving since he began using the system for his practice management, he explains that he is now seeing significantly more patients than he was prior to using ConcurMD. "By their nature, examinations take significant time," Dr. Nechtman explains. "Having everything templated makes it a lot easier. Previously, the paperwork alone would take at least 20 minutes to complete. Now I'm done in a matter of minutes, the value to physicians in any practice specialty is clearly apparent. I see results instantaneously, without having to backtrack to edit or dictate."

ConcurMDPM has helped the practice use their resources and personnel more efficiently, resulting in the capability to manage the increase in patient demand. "Physician and staff efficiencies increased and our accounts receivable is down due to faster collection and better documentation," Dr. Nechtman said. Results of better documentation and appropriate coding include fewer appeals, quicker reimbursements and lowering malpractice premiums.

### An evolving partnership

The time-honored relationship between Dr. Nechtman's practice and MedSym continues to deliver great value to both organizations. With plans in place to implement MedSym's most recent version of ConcurMD, the practice will continue to leverage the investment with MedSym that began over nine years ago.

"We don't formulate information systems strategy at our practice without MedSym in mind," Dr. Nechtman said. "That is how deeply ingrained and highly valued MedSym is within our practice."