



A Solution for the Unique Complexities of Medical Oncology & Hematology



Dr. Johnny Nacilla

Client Case Study

The Unique Challenges of Medical Oncology

Dr. Johnny Nacilla has been in the practice of medical oncology and hematology more than 11 years in Cullman, Alabama. His two-doctor clinic serves more than 9,000 patients with an average of 40 patient visits per day. Dr. Nacilla formed his own practice in 1999 with his brother, Stanley Nacilla, the practice administrator. They embarked on building a new facility from the ground up with an infrastructure designed on their many years of experience in oncology. Their intent was to create a facility with the optimum design considerations for their patients and staff.

treatment plans. It was evident that MedSym understood the unique elements of cancer care."

Practice Workflow and Physician Workflow Flexibility

The HemOncPro system offered Cullman Oncology a fully integrated, simple-to-use system that automates daily tasks, streamlines workflows and creates a single, accessible source of clinical and financial patient data.

Since implementing the MedSym system, Dr. Nacilla has seen a substantial shift in how his time is spent. The physicians and staff are now able to securely access records from a portable laptop PC. They can also enter

About the Client

Cullman Oncology and Hematology

Location: Cullman, Ala.

MedSym Products:

- HemOncProEHR
- HemOncProPM
- HemOncProLIS

Practice Specifics:

- 2 Physicians
- 1 Location

When it came time for selecting a practice management and electronic health records system, they had a shared experience. As Stanley states, "We had a previous system that was not developed expressly for the oncology/hematology specialty, and we knew that the new system would have to meet our rigid criteria."

Dr. Nacilla and his staff conducted extensive research and evaluated numerous vendors over the course of many months, from the very large to boutique firms. The clinical and business staff expressed a central requirement: an integrated practice management and EHR system with extensive prebuilt clinical content for medical oncology and a real time claims management capability was essential.

This narrowed the selection to MedSym and the HemOncProEHR and HemOncProPM medical oncology/hematology system.

Dr. Nacilla states, "We wanted to be certain that the system was built with oncology structured template documentation in the History of Present Illness (HPI) and the Review of Systems (ROS) and also supported the complexity of orders sets and

“ It was evident that MedSym understood the unique elements of cancer care.

” patient information directly into patient charts. All pertinent information is available within a few clicks.

Overall, the biggest advantages of the MedSym solution have been greater efficiency and faster access.

Stanley continues, "We can now send information to the physicians, to the nurses, and to the billing office in real time which has enabled us to improve the quality of care. Wherever we are located we can always see patients' records. The ability to always know



Previously, we'd have to call for the reports over the phone. Now these reports are released electronically... As a result, our staff may save about 50 phone calls a day.

— Stanley Nacilla, Cullman Oncology, Cullman, Ala.



Client Benefits

- Physicians document using point-and-click menus, improving thoroughness and accuracy
- Replacing dictation has saved tens of thousands of dollars annually
- Physician quality of life has improved
- Commercial claims are paid in two weeks or less
- Real time orders and results improves productivity
- Automated consult letters speed that process
- EHR documentation supports real time coding
- Real time coding permits billing for self-pays at end of visit

HemOncProEHR™

HemOncProPM™

HemOncProLIS™

what's going on has made a substantial difference."

With dozens of predefined clinical templates available to him, Dr. Nacilla is able to update information while he is meeting with patients, saving valuable time in his practice management.

Tasks like writing notes that used to take four minutes or more now take 30 seconds to add to the chart. Moreover, Dr. Nacilla was able to build customized templates ensuring personalized workflow preferences and style. In addition to time savings, HemOncPro also helps ensure accuracy, legibility and security of notes.

Complete and compliant patient records

One of the primary benefits of HemOncPro is that it allows the practice to access medical documents much more quickly and documents don't get lost.

Stanley says that "because we're an oncology practice, we do a lot of lab work and our patients routinely have two to three charts, each up to four inches thick. It's much easier to prevent losing papers and sticky notes when we manage the charts electronically."

Patient care has also improved. "Now when we see a patient in the hospital, it is much easier to access his or her office chart," says Stanley. "And when we need to consult with the patient's primary care physician or other specialists, we can all look at the chart remotely at the same time."

Turnaround time for labs results has improved as well. Stanley continues saying, "Previously, it took several days to get the lab results, log them, send them to the physician and have the nurse call the referring physician or patient. Now the lab results are available in the patient's chart instantly and we can respond the same day."

He adds, "Before a patient can have chemo, we need his or her blood counts. Previously, we'd have to call for the reports over the phone. Now these reports are released electronically as soon as they are available. As a result, our staff may save about 50 phone calls a day. We also get over a thousand phone calls a month from patients. HemOncPro allows us to access their records instantly and respond to them on a daily basis."

Because the practice no longer has to pull medical records for exams, to post lab results and to answer patient questions, it has been able to control its medical records FTEs as the practice continues to grow.

The office also saves the costs of creating new paper charts. With 100 new charts a week at an average cost of three dollars per paper chart, the practice saves about \$1,200 in charting costs each month.

Looking Forward: Improving Claims Management

With HemOncProPM the billing process flows as follows. Physicians perform charge capture at the point-of-care for professional services. The PM also interfaces directly with the machine that dispenses chemotherapy drugs; when nurses give the patient a drug, they remove it from the machine and document the administration to the patient, which automatically captures the code and quantity and waste in the PM module.

The billing office reviews all charges to make sure everything is present for billing. Then HemOncProPM creates the super bill with the codes that could use modifiers alerts of diagnosis codes not coded to their highest level. The billing office makes any corrections then submits claims electronically. With this process, the practice gets paid in a matter of days.