



Paperless medical office, optimizing patient care

Cancer and Blood Specialty Clinic



Dr. Vu Phan

Client Case Study

Dr. Vu Phan had utilized electronic health record (EHR) for many years before initiating the implementation of MedSym’s integrated system in 2009. Dr. Phan realized potential benefits of EHR solutions and determined that EHR and practice management solutions could improve the efficiency of his practice, improve claims processes and ensure that patients receive the safest and most appropriate care possible.

need to input it again into the EHR — the data is always in synch and in real time. Conversely, information entered by the clinical staff flows to the practice management module. Oncology specific charge capture and results reporting information automatically constructs the CMS claim.

About the Client

Cancer and Blood Specialty Clinic

Location: Long Beach, Calif.

MedSym Products:

- HemOncProEHR
- HemOncProPM
- HemOncProLIS

MedSym Services:

- Billing and Claims Management
- Patient Financial Coordination
- Coding Verification and Assistance
- Quarterly Revenue Capture Audit

When Dr. Phan established his own Oncology/Hematology practice in Long Beach, CA, he selected the fully integrated PM and EHR system designed specifically for his unique specialty of oncology and hematology. By implementing the HemOncProPM and HemOncProEHR system, he realized his goal of a system that fully supports a paperless patient care environment. “Quality of care has improved due to the EHR,” he said. “I am more acutely aware of what is going on with the patient and less likely to let things fall through the cracks.”

Efficiency improvements extend to such everyday tasks as searching for and maintaining paper charts. Since implementation, Cancer and Blood Specialty Clinic has not created paper charts or dealt with lost charge slips. Because Cancer and Blood Specialty Clinic physicians and nurses don’t create, pull, or file paper charts, Ke estimates the practice saves six hours a week and 300 hours a year in labor and more than \$5,000 a year in paper costs.

While the transition to an EHR required a commitment from all of his staff, it was well worth the effort, said practice director Ann Ke. “I would not go back to a paper-based environment,” she said. “Looking into the near future, most practices will not be able to survive without an integrated EHR and practice management system. The real-time claims processing is essential in today’s reimbursement climate.”

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Quality of care has improved
due to HemOncPro.
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Electronic Health Records Improve Efficiency and Patient Safety

When a patient comes into the office, Dr. Phan’s staff enters all of his patient’s demographic information — name, address, insurance — into the PM system. The integrated solution works seamlessly to update the patient’s chart automatically. There is no

Because the office is not adding new files, it does not have to expand its file storage space. Without the HemOncPro system, Ke estimates that Cancer and Blood Specialty Clinic would need to add 400 additional square feet of storage at a cost of approximately \$8,000 per year. Eliminating new paper files also means the clinic hasn’t had to hire additional staff to handle its increased patient volume. In the short term, Ke estimates the EHR has helped Cancer and Blood Specialty save the wages it would have paid to a part-time employee.



“ MedSym has established a trusted relationship and continues to improve the system with features that physicians, nurses, and staff continue to value on a daily basis.

— Dr. Vu Phan, Cancer and Blood Specialty Clinic, Long Beach, Calif.

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Client Benefits

- Transcription costs reduced by \$15,000 annually
- Saved more than \$5,000 in annual paper costs
- Avoided annual file storage costs of \$8,000
- Reduced staff time for chart maintenance by 300 hours a year
- Procedure documentation time cut by nearly 90%
- Reduced time for claims payment to 1-10 days from 4 to 6 weeks

Oncology Templates Save Time and Improve Coding

The HemOncPro structured templates have improved Dr. Phan's ability to document and code more accurately and efficiently. Specifically, he performs many chemotherapy infusion procedures daily. Before HemOncPro, each one required 15 to 20 minutes to document. Using procedural templates and documentation by exception, Dr. Phan now documents these procedures in less than two minutes, saving him more than 700 hours each year.

Dr. Phan also reaps the benefits of real-time electronic coding. "As I document the exams, coding is electronically selected in the EHR," Dr. Phan said. "After the exam our office manager simply reviews the codes that I have selected and if needed, makes changes to the coding before sending it on to the patient's insurance company."

Savings to the Bottom Line

Cancer and Blood Specialty Clinic is more efficient with MedSym solutions. Prior to implementation the practice might have spent between \$400 and \$600 per month on transcription costs. Since implementation, those costs dropped to between \$40 and \$60 per month, saving Dr. Phan approximately \$15,000 annually.

Faster Claims Submission and Payment Recovery

Dr. Phan and his staff needed a system that would improve claims processing. Before implementation, Cancer and Blood Specialty Clinic would be required to wait many days for authorizations. Now with MedSym solutions, EDI communication is real time with insurance companies. Authorizations and eligibility can be performed well in advance of treatment.

Prior to implementation, Dr. Phan sent claims one or two times a week and would wait many days for remit data. The HemOncProPM solution supports the processing of claims every day. The

system allows her to send an unlimited number of claims electronically to dozens of payors. As a result, the practice receives payment in as little as one day versus four to six weeks through regular mail.

Patient Safety by Design

In addition to providing time saving efficiencies, Dr. Phan asserts that MedSym solutions have helped him improve the quality of care he offers his patients. Oncology templates that are included ensure that he follows established processes, asks the right questions of every patient and documents in a systematic fashion. Additionally, Dr. Phan has 24/7 access to patient charts — he can access charts at any time from virtually anywhere.

The EHR and PM solutions also help Dr. Phan keep better track of patients who need follow-up care. Dr. Phan's staff uses the integrated solutions to send orders and to receive test results. By using HemOncProEHR to prescribe medications, an active list of all current medications is maintained for each patient.

A Long-Standing Partnership

Dr. Phan and his staff encourage other practices to look at MedSym's integrated EHR and PM solutions. He recommends his colleagues do their homework and really know the company with whom they are working. They need someone who will work with them and guide them along the way, a partner who understands their business and how to make their practice safer and more efficient. The parent company for MedSym, Southeast Cancer Network, is staffed with over 400 dedicated physicians, administrators, nurses and billing personnel who have collaborated in the design of the most comprehensive solution in the oncology setting. This specific focus on hematology and medical oncology patient care enables the MedSym solutions to address an oncologist's or hematologist's complex requirements thoroughly and with ease.

HemOncProEHR™

HemOncProPM™

HemOncProLIS™

