

Granite Medical



Guy Spinelli, M.D.
Internal Medicine
Granite Medical
Quincy, MA

Freedom

"The wireless messaging and mobility of the system is an excellent efficiency tool for all of us. All patient calls are sent directly to the doctor's Tablet PC – regardless of their location. Personally, the system has given me the additional freedom of taking my Tablet PC home and it is just like I'm at my office, which is especially good when I'm on call."

Benefits

- Total reduction of 13.5 FTE's.
- Conversion of 1,200 square feet from storage to clinical space.
- Improved coding resulting in increased revenue.
- Paperless office, including scanning all incoming mail.
- Reduction of time for prescription fulfillment.
- Quality audits have greatly improved.
- ROI: System paid for itself within three years

Dr. Guy Spinelli on Amicore:

Granite has been using Amicore Clinical Management for more than three years and finds it very easy to use and customize. Working off templates Amicore provided, we initially customized them to suit our practice, giving us the ability to generate notes tailored to each specialty and each patient.

Two other powerful tools are the intra-office email and the patient messaging, which provide an excellent paperless trail of every call to our office. We even scan in all incoming mail, resulting in no paper on physicians' desks. The integrated prescription writer also increases efficiency and accuracy and saves time.

Our record keeping has improved tremendously; every interaction with every patient is documented, resulting in HIPAA compliance and providing a record of patient care. This allows Granite to better manage every patient and qualify for incentives HMOs are paying to clinics that show improvements in quality. In fact we have been able to document that our care of diabetic patients is among the best in the country.

When we've had audits by healthcare agencies such as Medicare, they have been very impressed with our documentation. We recently received an award from a large HMO in our area for quality of patient treatment – and I think the electronic records are instrumental in illustrating the quality of our care.

The system also allows us to embed reminders in a patient's chart. By simply pointing and clicking, I can enter a reminder to do a colonoscopy on the next visit. Features like this have allowed us to become better practitioners. No one in our office can imagine going back to the old way of record-keeping.

Amicore has been a very good investment for us. Our medical records department staff is down to two and a half FTE from 13 FTE, our need for transcriptionists dropped from two to one, and our billing department went from nine FTE to seven. Obviously, our annual staffing costs have been significantly reduced.

The wireless messaging and mobility of the system is an excellent efficiency tool for all of us. All patient calls are sent directly to the doctor's Tablet PC – regardless of their location – and a paperless documentation of the follow-up is created. Personally, the system has given me the additional freedom of taking my Tablet PC home and it is just like I'm at my office, which is especially good when I'm on call.

Dr. Spinelli is board certified in internal medicine and a graduate of Universita di Roma, La Sapienza in Italy. He completed his internship and residency at Carney Hospital in Boston. He is president of Granite Medical, a multi-specialty clinic in Quincy, Mass.

SPECIALTY

Internal medicine with specialties in cardiology, endocrinology, gastroenterology, hepatology, podiatry, pulmonary medicine, rheumatology

PROFILE

- 22 physicians
- Five mid-level providers
- 80 employees

LOCATION

Quincy, Massachusetts

WEB SITE

www.granitemedical.com

AMICORE PRODUCT:

Amicore Clinical Management

BENEFITS

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Amicore Clinical Management is a comprehensive clinical workflow solution set designed specifically to support the medical practice. The hand-held wireless Tablet PC easily captures and retrieves clinical, financial and patient-related data.

With tools programmed to support a doctor's workflow, providers can document and retrieve patient charts, histories, schedules, claims and insurance records. Practices can reduce transcription costs and easily submit accurate coding and billing data, plus send appointment reminders to patients. Fewer phone calls, chart pulls and updates help increase productivity, gain office space and lead to a more effectively managed practice.

Situation:

Granite Medical Group began searching for an electronic medical records system in 2000 after three groups merged to form a larger multi-specialty practice. The new group unanimously decided to implement an EMR to replace three separate paper record systems that lacked standardization. Their goals were to improve patient care, increase office efficiency, allow physicians anytime, anywhere access to records and pay for their investment within four years

Solution:

Granite Medical chose Amicore Clinical Management (ACM), running on Tablet PCs. The practice has implemented virtual private network software into its records application, which enables its physicians to securely access it on the Tablet PCs from their homes while on call.

At Granite Medical, doctors and medical assistants are informed of a patient's telephone inquiry or arrival through the Tablet PC's messaging system. With the mobile Amicore system doctors can see exactly when a waiting patient's "intake" information is complete and manage their schedule from anywhere in the clinic.

Dr. Guy Spinelli explains, "We're a practice of 22 physicians. The wireless messaging and mobility of the system is an excellent efficiency tool for us. A patient will call in with a medical issue and the message is sent directly to the doctor's Tablet PC regardless of their location in the clinic. Not only is it an instant message to the medical staff, it is an excellent method to track our clinics follow-up with patients – a paperless paper trail if you will. And it also has an integrated prescription writer, so if the patient calls me and I need to start them on an antibiotic, I just pull up the prescription writer right from my Tablet PC and fax the prescription directly to the pharmacy without having to hang up with the patient or call the pharmacy directly."

Some physicians were hesitant at first to use such a new technology. But because they had to learn the hardware and software to access the new records system, they quickly learned to adapt, Spinelli says. "It was tougher for some physicians to use the technology than others. But everyone saw the importance of moving away from a paper record. It ended up helping us because we were able to carry the Tablets into exam rooms and use the records software with patients rather than going back to a PC. And the Amicore software tends to be very user-friendly."

Working off templates Amicore provided, Granite extensively customized the system to meet the varied workflow requirements of each specialty. The ease of customization was one of the factors in choosing ACM. The physicians report great success utilizing the handwriting recognition abilities of the Tablet PCs and have virtually eliminated the need for transcription in an office that strongly discourages the use of dictation.

Benefits:

Granite planned on a four-year return on investment, but was able to recoup their investment in less than three years. Staff was reduced from 13 FTE to 2.5 FTE in the medical records department; from 9 FTE to 7 FTE in the billing department; and 2 FTE to 1 in transcription. Amicore Clinical Management creates an electronic paper trail for the office, facilitating HIPAA compliance. Improved record keeping has resulted in excellent Medicare audit results and recognition by HMOs for quality of patient treatment. Physicians at Granite feel ACM has improved patient management – allowing them to embed reminders in a patient chart and review data and run reports showing key indicators of patient testing, compliance and follow-up. And all of the physicians feel the ability to access records remotely has given them greater efficiency and freedom.

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