

## Riverdale Family Practice

### SPECIALTY

Family practice

### PROFILE

- 6 physicians
- 19 support staff

### LOCATION

Bronx, New York

### AMICORE PRODUCT:

Amicore Clinical Management

### BENEFITS

- Accurate coding results in increased revenue and claims that are paid more quickly.
- Patient information is readily available and easily shared with other physicians—even those at other facilities.
- Completely paperless office. All incoming reports, results and other correspondence are immediately scanned into the electronic medical records.
- Physicians can review patient charts from anywhere with an Internet connection.
- Five staff positions were eliminated (by attrition) within a year of going live.

*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.*

AMICORE 2004

## Situation:

When Riverdale Family Practice (based in Bronx, New York) first considered implementing an EMR system in the mid 1990s, chaos was creeping into this busy, successful practice. The waiting time for patients was growing, and keeping track of the practice's nearly 30,000 patient charts proved difficult. Frustration was mounting among physicians and staff alike. It wasn't uncommon for Dr. Frank Maselli, one of Riverdale's managing partners, to ask his staff to stop what they were doing in the middle of a busy day and look for a missing chart.

"We were seeing so many patients, and as I took note of the chaos in the office, I realized that the problem was the paper chart," Dr. Maselli said. He knew that computerizing Riverdale's medical records would restore order to the office and improve quality of care for patients, so Dr. Maselli started researching the right EMR for the practice.

## Solution:

Dr. Maselli spent four years looking for an EMR before Riverdale Family Practice selected Amicore Clinical Management. The practice was drawn to Amicore's wireless platform. "Most vendors wanted to put a PC in each exam room, but that wasn't a good solution for our practice," Dr. Maselli said. "I loved the Amicore system from the beginning because of the mobile Tablet PC. I'm able to walk from room to room with my Tablet PC in hand, and I'm always connected by our wireless network. I can write notes, check my messages, and review lab results between patient appointments. All of my staff is connected to the network, and we never lose a chart."

In addition, Dr. Maselli felt confident that Amicore's backing by Microsoft, Pfizer and IBM offered stability and the quality of customer support he felt was necessary for an EMR system. In the year and a half that Riverdale has used the Amicore software, Dr. Maselli hasn't been disappointed.

## Benefits:

According to Dr. Maselli, Amicore Clinical Management has helped "take the practice to a new level." Patients are seen right away. Clinicians can code visits easily and accurately, which generates cleaner bills that are paid more quickly. The EMR system also enables the practice to bill at higher levels because patient encounters are thoroughly documented.

Riverdale Family Practice is now completely paperless. Paper-based reports received from outside the practice are scanned into the system and added to the patient's electronic chart. In addition, Riverdale recently added a feature that will allow the practice to incorporate EKG results directly into patient charts. And the system can be accessed from anywhere with an Internet connection. Dr. Maselli has even installed a wireless access point in his home so he is able to do labs and other work on patients' records before he goes into the office in the morning.

Increased efficiency is another benefit of Riverdale's EMR system. Since implementing Amicore Clinical Management in August 2003, five staff positions were eliminated by attrition. And phone calls from pharmacies regarding illegible prescriptions and questions about possible drug interactions have been virtually eliminated. The EMR system's electronic prescription writing function has streamlined the process while improving patient safety.

In essence, Amicore Clinical Management enables Riverdale Family Practice to focus on patient care instead of administration. "It was so frustrating to be putting out fires all day—fires that revolved around the paper chart," Dr. Maselli said. "Today, our patient flow has improved. We don't waste time. Doctors need to embrace electronic medical records, because they're the only way to manage the amount of information we have." And for Dr. Maselli and his colleagues, Amicore Clinical Management proved to be the right prescription for success.

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