

## Urology Associates of North Texas

### SPECIALTY

Urology

### PROFILE

- 42 physicians
- 2 nurse practitioner

### LOCATION

13 offices throughout the Dallas/Fort  
Worth metro area

### WEBSITE

[www.uant.com](http://www.uant.com)

### AMICORE PRODUCT:

Amicore Clinical Management

### BENEFITS

- More than 75 percent reduction in transcription costs. A savings of about \$250,000 annually.
- FTEs per provider were reduced from 5.4 to 4.1.
- Eliminating paper charts resulted in savings of more than \$30,000 a year.
- Transcriptions are completed within an hour of the doctor's dictation into the system.
- Communication and workflow is more effective and efficient.
- Customizable templates enable providers to reduce errors and improve quality of care.

*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:

In 2001, Urology Associates of North Texas (UANT) was a growing single specialty group with 20 physicians and 10 offices in northern Texas. Because of the multiple locations, and constant movement of the physicians among them, UANT was searching for a better way to manage patient records. The goal was to enable Urology Associates to add physicians, offices and patients, while providing access to patients' medical records at any time and from any location.

## Solution:

As UANT's information officer and a member of the practice's executive committee, Dr. Robert Dowling began the search for an electronic medical record system by developing a list of criteria for his practice. He was hoping to find a solution that would: be easily customizable; include a coding engine for billing; allow data queries for research purposes; integrate with the clinic's practice management system; and be tailored for urology. That was a tall order during a time in which EMRs were still in their infancy.

UANT chose Amicore because the practice wanted a vendor with staying power. With backing from its three founders — Pfizer, Microsoft and IBM — Amicore provided UANT with the security to invest in and maintain an EMR system. The Amicore software also fulfilled the top two features UANT wanted in their EMR: dictation capabilities and easy customization.

Urology Associates' transition away from paper began with the front office in August 2002. Following several waves of physician implementation, the entire office was up and running by January 2003.

## Benefits:

UANT enjoyed the fiscal benefits of the EMR immediately with the first transcription bill after the installation. Prior to installing the software, UANT spent \$4 per patient encounter on transcription costs; today, that cost is less than a dollar. Annually, each physician saves about \$7,500 in transcription charges for a total of more than \$250,000.

The cost to create and store paper charts at UANT has virtually disappeared. Dr. Dowling estimates the practice welcomes 30,000 new patients each year, and that the creation of each new paper chart was costing \$1 per patient. Today, all new patients are

immediately entered into the Amicore system, saving the practice tens of thousands of dollars a year on storage and filing supply costs, including a reduction in support staff from 5.4 to 4.1 FTEs per physician.

UANT also delivered many improvements to the quality of patient care following the implementation of the EMR. No longer is illegible hand writing an issue. Prescriptions are automatically checked for drug-to-drug interactions.

Dr. Dowling has used the customization features of Amicore Clinical Management to create extensive templates that are specific to UANT and the practice of urology. This customization has helped Dr. Dowling and his colleagues standardize much of their patient care, including specifying the appropriate workflow and lab tests that should be administered for a given problem. Dr. Dowling has also helped other urology practices across the country customize their EMR systems.

**amicore**

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