

Case study

Dr. Stephen J. Renzi, DO

Located in Troy, PA, the Dr. Stephen J. Renzi family practice provides internal medicine and specialty services such as back adjustments and joint injections. The practice sees 200 to 225 patients a week, serving an age range from newborns to the elderly. Staff includes Dr. Renzi, one physician assistant, two nurses, one biller and two receptionists.

“I wanted efficiency,” states Dr. Stephen Renzi, DO, physician and founder of the Renzi practice. “MEDENT has enabled us to be more efficient, and it has made my life much easier. It has allowed me more free time with my family, and I’m able to see 10 to 12 more patients a day. It has also improved patient care. For example, patients learn their lab results within 24 hours compared to the five to seven days it took before EMR. We are able to take action more quickly.”

CHALLENGES

Being not very computer literate, when Dr. Renzi opened his practice in 2010, he documented patient visits in paper charts. He spent two to three hours each evening and four to six hours on weekends dictating progress notes, reports and letters related to the practice. The cost of transcription was \$3000 to \$5000 a month. While the practice used billing software, it wasn’t very efficient. Dr. Renzi recognized the need for software to achieve greater efficiency in patient documentation and in billing. When he started doing Meaningful Use (MU), the need became even more evident. He looked at several EMRs but found none compared to MEDENT.

SOLUTION

In 2011 the Renzi practice began using MEDENT Practice Management and EMR.

“Now when I am done with the last patient, I am done. What I pay for MEDENT is one-fifth to one-third of what I paid in transcription costs.”

Stephen Renzi, DO, Physician & Founder
Dr. Stephen J. Renzi, DO

The Renzi practice uses the Lab Results Clearinghouse. They send lab tests out to the lab. Results are returned directly into the patient's chart through an electronic interface. Before implementing MEDENT, often it took five to seven days for Dr. Renzi to get through the lab reports in the paper charts stacked on his desk. Now he is able to review the lab results electronically and get back to patients within 24 hours. "This has definitely improved patient care," states Dr. Renzi. "We are able to take action more quickly."

EKG, spirometry, vitals and some medical equipment for drug testing are directly integrated with MEDENT. The practice uses e-prescribing software and the associated drug alerts, drug-drug interaction and drug-allergy interaction capabilities.

Dr. Renzi graphs items such as lab results, meds and vital signs together to help with disease management (DM), and sometimes he uses the graph during patient visits to show trends. The practice uses DM formulas and outcome tracking reports to help identify patients who need preventative follow-up. A staff person then calls the patient or contacts the patient through the practice's portal.

Unlike the days when Dr. Renzi would spend many evening and weekend hours at home on patient notes, today he completes his notes during the patient visit. He uses the software's point and click technology and the Dragon speech recognition software integrated with MEDENT to not only document the patient visit but to complete the history of the patient's illness. The notes are immediately translated and accessible in the patient's chart. With MEDENT, Dr. Renzi has been able to see 10 to 12 more patients a day.

"MEDENT has improved patient care," describes Dr. Renzi. "Patients can check their own blood work through the portal or they can call and I can easily access the information. I like the fact that I can even access MEDENT through my phone. Also, in addition to saving thousands of dollars in transcription costs, I've saved in staffing costs. Without MEDENT, I would need an additional billing person."

The Renzi practice began doing Meaningful Use shortly before they implemented MEDENT. "I think Meaningful Use has been easier for us because we started early," states Dr. Renzi. "There are pop-ups in MEDENT to alert us to document specific information, and one of the people in our office is on top of what is needed."

Having used MEDENT Practice Management & EMR for nearly five years, Dr. Renzi is pleased with his overall experience with MEDENT, Inc. "The support staff is very good," states Dr. Renzi. "Ninety-nine percent of the time a support person is available or phones back in minutes. They can go right into our system to remotely solve a problem. We've rarely had problems, but when we do, MEDENT people have been here very quickly."

Dr. Renzi was very pleased with the training he received from MEDENT. "The trainer was a computer guy, and I'm not very computer literate. He asked me

what I most wanted from the MEDENT system, and I told him it was efficiency. In the five days he was here he showed me how to be efficient.”

RESULTS

The increase in efficiency achieved with MEDENT has made it possible for Dr. Renzi to spend more time with his family, reduce costs and improve patient care. No longer does Dr. Renzi need to spend 15 to 20 hours a week dictating notes. Now when he leaves the office, his notes are done. No longer does Dr. Renzi pay \$3000 to \$5000 per month in transcription costs, and one biller can do the job which without MEDENT would have required two. Patients no longer wait five to seven days to learn lab results. They get results within 24 hours. In addition, MEDENT has made implementing Meaningful Use relatively easy.

In the fall of 2016, the Renzi practice will open a satellite office approximately 200 miles from their primary office in Troy. “We will keep billing at the central office,” states Dr. Renzi, “but we’ll use the MEDENT software to do triage and other functions at the new office. I’m eager to see how it works from office to office and for communicating between the two offices.”