Case study
McMahon Orthopedic & Rehabilitation

Located in Pittsburgh, Pennsylvania, McMahon Orthopedic & Rehabilitation provides services to patients age 18 and above at five office locations. With a full-time staff of one physician, one nurse and an office manager, and a part-time staff of two radiology technicians and a medical assistant, the subspecialty orthopedic practice sees 70 to 80 patients a week.

"With MEDENT EHR, everything is in one place," states Dr. Patrick J. McMahon, physician and founder of McMahon Orthopedic, "and everything is available all of the time. In the past, sometimes I would see a patient at one location and the chart was at another location. Now the chart is always there, and nothing is ever lost. MEDENT Practice Management has enabled us to become more efficient, and there has been a huge savings on the billing side. Over time on a year to year basis, we will have cut our billing costs in half."

CHALLENGES

Dr. Patrick McMahon founded McMahon Orthopedic & Rehabilitation in 2006. Initially the practice outsourced billing and accounting and used an Internet service for health records. With staff already in place to do billing and accounting, Dr. McMahon decided to bring those functions in-house. With upcoming government changes, he concluded it was time to do likewise with health records.

SOLUTION

In 2009, McMahon Orthopedic implemented MEDENT Practice Management and EMR from Community Computer Service.

"With electronic submission of claims, payment is much faster. Average turnaround has decreased from 40 days to 25 to 30 days with MEDENT."

Chuck Finkbeiner, Office Manager
McMahon Orthopedic & Rehabilitation

McMahon Orthopedic & Rehabilitation uses Community Computer's service for the creation and mailing of electronic patient statements. The practice submits all of its claims to carriers electronically.

Dr. McMahon completes patient documentation while with the patient. Prior to MEDENT, Dr. McMahon dictated patient notes and had them transcribed. Now he uses templates and a combination of typing and point and click. "Eliminating high transcription costs has been a huge savings to the practice," explains Dr. McMahon.

"We use e-prescribing extensively," states Dr. McMahon. "Currently, about 95 percent of our prescriptions are entered electronically." The practice uses the Drug Alerts, Drug-Drug Interaction and Drug-Allergy Interaction in conjunction with e-prescribing, and they update patient's allergies at each visit so that the latest information is in the system.

McMahon Orthopedic uses some of the Disease Management capabilities within MEDENT to ensure, for example, that a patient with diabetes who is having surgery for rheumatoid arthritis has their sugar checked before surgery. "We have an elaborate system to manage and track pre-op tests such as EKGs and MRIs," describes Dr. McMahon. "We expect increasingly to move the management and tracking from paper to the capabilities within MEDENT."

"Use of MEDENT has changed the workflow within the practice," explains Dr. McMahon. "Communication is much better because staff can communicate within the MEDENT system, enabling us to get back to patients quicker.

"We are now 98 percent paperless," describes Chuck Finkbeiner. "Some forms related to surgery are created on paper and then scanned into the system. A couple of times a month we pull the paper chart of a patient who returns after not having been seen in several years. We then scan the chart into the system."

Dr. McMahon believes that use of MEDENT Practice Management has enabled them to become more efficient and achieved huge savings on the billing side. "Over time on a year to year basis we have cut our billing costs in half, and the thoroughness of documentation for billing purposes has increased. We can better justify our billing and present a stronger, more complete picture to insurance companies. If we were to be audited, we would come out well."

"On the practice management side, having everything available to look at from anywhere has had a major impact," explains Chuck. "All of the information is in the system and it's much more extensive. With electronic submission of claims to carriers, payment is much faster. With the previous system, the average turnaround was 40 days. With MEDENT, turnaround is 25 to 30 days."

RESULTS

MEDENT has enabled McMahon Orthopedic to have all patient and practice management information available at all times at any location. No longer is a patient's chart at one location and doctor and patient at another location. The

billing and accounting information in the system is much more extensive and readily available to answer questions or justify billing.

The cost of billing has dropped dramatically, and the turnaround time on payments from insurance carriers has lessened substantially.

"Overall, we're pleased with MEDENT EHR and Practice Management," states Dr. McMahon. Chuck and Dr. McMahon expect to increasingly automate additional aspects of the practice, and soon they plan to begin using MEDENT's Patient Portal and Meaningful Use tools.