

An InSync® Case Study



Practice

Chetan D Shah, M.D. PLLC

Practice Profile

A board-certified internist providing a full range of medical services.

"With InSync®, it is much easier to access patient data and I am able to chart efficiently, which eliminates the need of any transcription. The system gave me the flexibility to modify certain modules to suit my style of practice. My office staff finds this program efficient and user friendly."

-Dr. Chetan Shah, Internal Medicine Practice, Dayton, TN

Business Situation

Dr. Chetan Shah operates an independent healthcare practice located in Dayton, Tennessee.

Clinicians in the practice would typically handwrite their notes while attending to patients, and dictate the notes later from memory. Most information was written down in narrative form, rendering it useless for any sort of medical analysis. This workflow method resulted in delayed access to real-time patient care data. The delay in information availability also hindered the practice from being able to promptly submit billing claims.

The practice also needed to find an improvement to their office communication. In particular, the office needed a more effective method of communicating prescription refills, as the paper-based approach was causing inefficiencies.

The organization needed a way to record and access patient charts quickly and easily so that the time between a patient visit and the update of that patient's record in the organization's record keeping system could be minimized. Additionally, the practice wanted to shorten the clinicians' long days by reducing the amount of paperwork that was handled. A reduction in paperwork would provide additional time for clinicians to work directly with their patients. Dr. Shah and his practice needed a solution that would address these issues and ultimately improve the quality of care to the Dayton community.

Business Situation

The organization desired to increase its efficiency and improve patient care by streamlining workflow processes and reducing paperwork.

Solution

The organization deployed InSync® and rolled out the Practice Management functions initially. After streamlining the front office operations, they implemented the EMR functionality. The office now works on a seamlessly integrated end-to-end system.



Ambulatory EHR
InSync® Version 5.4



InSync® Benefits

- > *Better information access
fostering improved patient care*
- > *Increased productivity
and flexibility*
- > *Improved ability to analyze
information*
- > *Cost savings through system
integration*

The Intivia Solution

In order to improve operational and administrative efficiency, Dr. Shah made the decision to implement an EMR system. Dr. Shah believed that a great system would not only replace paper charting, but would also be a permanent solution to the routine paperwork processes being completed by his office staff. After carefully assessing the specific needs for his office, Dr. Shah concluded that InSync was the best fit.

The clinicians of Dr. Shah's office began implementation at their own pace and started with the Practice Management solution first. After implementing the EMR portion of the software, the fully integrated system provided simplified patient information access and charting. Now, information passes seamlessly between the InSync EMR and Practice Management system, eliminating duplicate data entry and permitting electronic charge entry.

InSync provided a robust and intuitive interface for prescription writing, medication refills, and other tasks for Dr. Shah's practice. InSync met Dr. Shah's goal of making patient documentation easily accessible. Dr. Shah explained, "The greatest strength of the new system is its flexibility and easy-to-use functionality"



InSync Benefits

Dr. Shah's office has been able to achieve operational efficiencies, while providing superior care to its patients by implementing InSync.

InSync provided Dr. Shah's clinic the ability to increase office efficiency, reduce overhead costs, and take advantage of information that was once hidden in numerous shelves of handwritten documents.

With the EMR in place, the office staff was not required to pull or file patient charts and instead was able to focus on more time-worthy tasks. Additionally, the practice management system allows the practice to operate efficiently through the billing – ultimately optimizing the revenue cycle.

Dr. Shah found that the ability to enter data while seeing patients increased the accuracy of information, since it removed the need for clinical staff to remember data at a later point. Dr. Shah explained, "I think anything my practice requires can be accomplished with InSync."



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To learn more about how InSync, our user-friendly EMR and Practice Management system, can assist you, please call **877.2.INTIVIA** or visit www.intivia.com

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