

Heart Center of the Rockies Case Study

Case Review independently conducted by Streetview Group

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GEMMS Technology Supports Better Patient Management

While many medical practices are just now realizing the potential that an electronic medical records (EMR) system can deliver to their organization and patients, the Heart Center of the Rockies is miles ahead. The Fort Collins, Colorado-based cardiology practice, located near the Mile-High City of Denver, has turned its EMR into a complete patient management system.

Dale Richardson, practice administrator for the Heart Center of the Rockies, explains why their group turned to an EMR.

“First and foremost, we wanted the system to help us improve patient care. While most practices simply use their EMR to capture patient data electronically, we wanted to go beyond this basic utilization. We felt the real advantage to our practice would be to create an electronic patient management system.”

While there are many EMR systems on the market that claim to deliver better practice efficiencies and quality of care, the Heart Center of the Rockies determined there was only one EMR system on the market offering a truly integrated practice and patient management system that improved physician capacity: the ECISplus system, from GEMMS, LLC.

Putting the System to Work

ECISplus allows the Heart Center of the Rockies to put vital information in the hands of its doctors at the point of care, offering them the ability to provide high-quality care more efficiently than prior to the EMR system’s installation.

“Using ECISplus, our doctors and clinicians can call up a patient’s electronic medical record at the appointment setting to instantly determine the date of that patient’s last exam, EKG and blood test, as well as the patient’s current prescriptions. This information not only helps ensure that we provide high-quality care, but it actually speeds up the patient visit. With the ability to review this medical information before they enter the exam room, our physicians can address the patient’s needs faster and more efficiently,” says Richardson.

ECISplus also helps improve quality of care by: 1. Prompting physicians to use proper medications, 2. Increasing the frequency of appropriate medical test orders, and 3. Making test results more accessible. On their handheld computers, Heart Center of the Rockies physicians have electronic access to each patient’s diagnosis, current lab results and images.

“With the GEMMS system, our doctors can record phone calls and conversations with other physicians directly into the medical chart immediately after hanging up the phone...even from home. This helps with immediate triaging of patients since their medical record can be pulled up during telephone calls. Our physicians can see more patients per day and we now have a zero backlog of patients waiting to be seen, which is a dramatic improvement from before we implemented the system,” explains Richardson.

Adding Up the Bottom-Line Benefits

While facilitating and improving high-quality care was the most compelling reason for the Heart Center of the Rockies to adopt an EMR, Richardson points out that ECISplus also offers a significant financial return on investment.

“Because we are much more efficient in our daily operations, we can better control our overhead and management expenses. We have reduced personnel, cut transcription costs, reduced claim denials, increased billing and collections, increased revenue, decreased costs and see approximately 30 percent more patients since implementing ECISplus.

“Our medical and administrative staffs wholeheartedly agree that the purchase and implementation of the ECISplus system was, and is, vital to our practice’s overall success and improvement.”