

“Go Paperless”

Drs

Document Retrieval System



*Pull
Your
Charts
into the
Future!*

Broward Orthopaedic Specialists

“Paperless? Not in my lifetime will these doctors go paperless”

At least, that was what Denise Kurth, the computer system administrator for Broward Orthopaedic Specialists (BOS), thought in 2005 before she first saw **Drs Document Retrieval Systems**.

Denise had already been with BOS for almost 15 years and knew full well that that her doctors, Dr. Michael Reilly, M.D., and Dr. David Gilbert, M.D., would never implement a new system that would hamper them in *any* way for *any* period of time. So it was hardly surprising that BOS was not even *considering* an EHR at the time. The nature of their orthopaedic practice did not lend itself to the rigid structure and slow implementation process of a typical EHR, but they *did* desperately need to get out from the mountain of paper that filled their file cabinets and storage room.

The First Steps

One of the primary challenges BOS’s staff faced in 2005 was organizing the paper EOB’s that filled their office so that they could be quickly filed and easily retrieved when needed. Since **Drs** provides a paperless solution for the *entire* office, one of the first features the practice took advantage of was **Drs’s EOB Manager**. With this unique tool, they quickly streamlined their EOB handling process, allowing them to import and parse out each electronic EOB in a small fraction of the time it used to take. Now, the staff had easy and immediate access to any EOB right at their fingertips. Denise boasts, “When a patient calls we are able to answer their billing questions immediately by pulling up their EOB in their **Drs** chart, instead of having to put it in the ‘to do later’ pile”.

Practice Overview

*Broward Orthopedic
Specialists
Fort Lauderdale, FL*

**2 Physicians*

**3 Physical
Therapists*

**18 Staff*

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Objective

Find an EHR solution that was robust, flexible, scaleable and provided an efficient and customizable workflow.

Solution

Drs Document Retrieval System

Another challenge the staff faced was directly related to the number of forms involved in handling their Workers' Comp patients. Each Workers' Compensation company had different forms to be filed for each case, and filling out these forms was tedious and time-consuming. Through **Drs**, they were able to easily re-create paperless versions of any paper form, and have those forms automatically filled out through direct links to data stored in their practice management system and the Drs database. “By having Drs propagate most of the fields in our forms we have reduced by more than half the time it takes to fill them out.” beams Denise.

The Doctors Who Would Never Go Paperless...

Encouraged by the success and efficiency **Drs** brought to the back office, Denise and Practice Manager Jayne Levine saw the potential to save time for the doctors, nurses, and physical therapists by creating more efficient and effective notes using some of Drs's unique text and image tools. Beginning in the physical therapy department, Denise and the therapists were able to quickly redesign and customize their forms to mirror their current method of seeing patients and, through the use of Drs' unique **Narrative Writer** feature, they also increased their efficiency while significantly decreasing the time it took to finish a patient note. The doctors started to take notice.

Taking the lead from the physical therapy department, the doctors also started using **Narrative Writer** tools in their forms. Dr. Reilly and Dr. Gilbert quickly adapted to the new style of patient forms because they were quickly and easily built on the model of their old paper forms. Only now, the notes and details of the visit could be automatically inserted into surgery forms for hospitals, lab and diagnostic test prescriptions, Workers Compensation forms or *any* of the other forms in Drs. Quickly, BOS's patient care became much easier, faster and more accurate for both physicians and staff. Soon after, the doctors also incorporated **Drs' Rx Writer** to create paperless prescriptions, and before long, the doctors who would “never go paperless”, were almost completely paperless.

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Continuing Success

According to Denise and Jayne, what has made **Drs** such a success over the last three years has been its continued refinement and customizability. Denise said “I have been able to quickly and easily update, tweak, or create new medical forms for the doctors, nurses, and physical therapists, immediately if needed, while Jayne has been able to do the same for the administrative side of the practice.” Jayne added “not only do we use **Drs** for all our patient charts, but we have also been able to create paperless versions of all our administrative forms like employee files, vendor receipts, insurance contracts, physician files on credentialing and more. Anything you can put in a file cabinet, we scan into **Drs**.”

Another type of success for the practice has been financial. When Denise and Jayne were first considering **Drs**, they sat together and calculated the expenses of having paper charts, including the time spent creating, pulling, filing and hunting down lost charts, plus the additional expenses of storing them on and offsite. They were shocked when they found that the yearly costs were almost \$26,000. Now, three years later, Jayne notes “That’s not only money we saved the first year, it’s money we now save *every* year! **Drs** has not only saved us those costs, but has allowed us to clear out the old chart room and convert the space into an in-house pharmacy that generates new revenue.”

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