



## Central Texas ENT

### Company Profile

Central Texas ENT (CTENT) was established in 1984. They are a comprehensive medical & surgical center dedicated to delivering the highest quality healthcare.

### Situation

CTENT is a very progressive practice. They were already running a practice management system and an EMR (Electronic Medical Record) system. While, these systems allowed for much of their practice to be automated, key facets of the practice—as a *business*—lacked this sophistication.

### Business Solution

To meet these needs, CTENT selected *streamline*: a revolutionary business-automation tool built entirely using Microsoft® technology such as .NET, SQL Server and Windows Server.

### Benefits

Since installing *streamline*, CTENT has been able to improve productivity, ease management of a remote location, save employee time and reduce overhead costs. In addition, *streamline* is helping daily processes with banking, EOB's and insurance cards. As *streamline* is incorporated into more business processes, this robust automation tool continues to increase its value to CTENT.

**K**eeping a practice viable in today's competitive market is hard enough. Doing so after a major restructuring of physicians and staff is especially challenging. Enter the new practice administrator at CTENT, Ellen Andrusia: someone willing and able to meet this challenge head-on.

Ms. Andrusia, who previously was managing a large MSO, joined CTENT with the mission of improving collections, reducing overhead costs, and making the practice viable. The practice was well-known and respected in the area. Yet it struggled with these business issues.

CTENT is a very progressive practice. They were already running a practice management system and an EMR (Electronic Medical Record) system. While, these systems allowed for much of their practice to be automated, Ms. Andrusia recognized that key facets of the practice, as a *business*, lacked this sophistication.

In order to accomplish this, Ms. Andrusia narrowed her focus to two main issues: business process and flow of documentation.

### The Four Questions

*Streamline* was chosen not only because of its strong document management component or its uncanny ability to mold into business processes, but because it also answered the questions:

- Does it do what they need it to do?
- Is it economical?
- Is it well designed?
- Is it easy to use?

Since its implementation at CTENT, *streamline* has answered these questions with a resounding "yes".

### Remote Location

CTENT is realizing the benefits of *streamline*, even at their remote location. Ms. Andrusia said, "They [the remote staff] are scanning everything in. They have a portable scanner, printer and laptop. It is all done right there, instantly. It's awesome."

### Saving Time

Even for herself, Ms. Andrusia states – "*streamline* is great. What I like the most is 'no paper'. I used to sit at the copy machine forever. [Now] I love having my deposits instantly available. When issues come up, even when balancing my bank statements, all I have to do is—right from my desktop—bring up *streamline* and there they all are. I love it."

EOB's are always an issue in a medical practice. As Ms. Andrusia explains – "In the past, when you needed an EOB you had to get up, look in a box, dig through the stacks of paper, find the EOB, copy it. For years that is what you did. Now—right from your computer—bring up *streamline* and there it is. It's fabulous!"

CTENT also takes comfort in the fact that *streamline* uses Microsoft's integrated security. Therefore, documents are only being accessed and viewed by those with the proper authority to do so.

Ms. Andrusia also remarked on how *streamline* was easy to learn, easy to use and has run without issue or need of much support.

When asked if she would recommend *streamline* to other medical practices, Ms. Andrusia says – "I would definitely recommend it".

### The Result of streamline

With the implementation of *streamline*, CTENT has achieved significant operational benefits throughout the practice.

- improves productivity
- helps manage a remote office
- saves employee time
- reduces overhead expenses

Ms. Andrusia says she has many more business processes she intends to improve with the help of the *streamline* software.