



## KSF Orthopaedic Center, P.A.

### Company Profile

KSF Orthopaedic Center (KSF) was established in 1976 and over time, has grown to 13 physicians with multiple sub-specialties.

KSF has two office locations and over 140 employees. They are a complete orthopedic center treating all orthopedic problems and diseases.

### Situation

KSF was experiencing a real Storage Capacity issue. In their attempt to reduce paper and bring all their documents online, KSF's database was growing by leaps and bounds and they were facing an imminent data back up problem.

### Business Solution

To ensure the security and integrity of their Patient database, and to enhance the functionality of their system, KSF chose to augment their Practice Management system with *streamline:MD*™.

*streamline* was built from the ground up as a document handling system using Microsoft®, SQL & Windows Server. BThis allows massive amounts of patient records and financial documents to be stored and instantly accessible without

### Benefits

With *streamline:MD* Patient records and financial documents are instantly accessible from any authorized workstation. This saves valuable staff time by having documents instantly available whenever billing questions arise.

Documents are stored in their original native format and can be easily backed up and stored in multiple locations for safe-keeping.

Since they installed *streamline:MD* in 2003 KSF is now managing more than 120,000 documents with no database or hard drive issues.

**K**SF Orthopaedic Center opened its doors in February of 1976. Over time, KSF has grown to 13 physicians with multiple sub-specialties. KSF is a complete orthopedic center treating all orthopedic problems and diseases from two office locations with a staff of more than 140 employees.

KSF provided unique situation for *streamline:MD*. They were already running GE's Centricity Practice Management and EMR systems. However, in their attempt to move toward a fully electronic practice, KSF was loading their Practice Management system with more documents than it was designed to handle. This was leading to a storage capacity crisis that was about to compromise the security of their database.

*streamline:MD* offered KSF a simple, cost effective solution that provided data security, instant online access, snappy performance and the nearly paperless workflow KSF desired.

### Database Back Up Issue

*Matthew Lea* explains – "KSF is a large practice and they were scanning their EOB's [Explanation of Benefits] directly into *Centricity Practice Manager*. Like most Practice Management Systems and EMR's, Centricity stores documents internal to the Database. Because these systems were never designed to manage tens of thousands of documents, which KSF was inputting, their database was increasing rapidly and they were facing a back-up problem."

How it works. For every amount of hard drive space your database uses; you must also have an equal amount of free hard drive space available to complete a back-up of that database.

For KSF it equated like this: they had a Hard Drive that was 160GB, so when their database reached 80GB, they would need another 80GB to back it up. Therefore, 80GB + 80GB = 0 hard drive space and they were no longer going to be able to back up their database.

Because of *streamline:MD*'s unique database architecture, KSF was able to immediately and significantly reduce the size of their Centricity database resolving their back-up issue.

Now files and documents are available to staff members and claims processors in seconds rather than minutes, and filing problems and misplaced documents are a thing of the past. Staff members can access different patients records from a single EOB - simultaneously – which is an incredible advantage in a practice with more than 140 employees and thousands of patients whose insurance claims need to be processed quickly to ensure the practice is paid for its services in a timely fashion.

When asked how *streamline:MD* worked with their *Centricity Practice Manager* system, *Wanda Wright*, administrator for KSF, explained – "I don't know how familiar you are with Centricity Practice Management, but it is ticket driven system. So we scan the EOB's in by ticket number. Later, when you want to review an account and want to see the EOB you can just click on that ticket and Streamline will automatically display the EOB."

She went on to explain how much more efficient they were now that they have *streamline:MD* - "Electronically we now have the EOB's right on the spot, where as before they were all on paper. In the past to see a copy of an EOB, you had to go search the filing cabinet. . .or it still might be in a bin needing to be filed. . .or you had to go pull the daily work for that day and dig through a stack of paper about 5-6 inches tall. With Streamline it is much easier."

### Installation & Training

The system was installed in less then an hour. *Wanda* said of the training – "They came out and trained a couple of people. Showed them how to properly enter data [into *streamline*] and then showed everyone else how to access it. That was it; it wasn't difficult at all."

When asked whether she would recommend *streamline:MD*™ to other medical practices, *Wanda* responded: "Absolutely, yes I would. The benefits have been remarkable."

### The Benefit of using *streamline:MD*™

KSF has made great progress toward having a paperless workflow. They have saved valuable staff time by having the documents instantly available online when billing questions arise. Overall collections and the speed of payment for services rendered by the practice have improved dramatically.

- Currently managing over 120,000+ documents with no back up or database problems.
- Increased profits and cash flow for the practice by significantly improving the efficiency of the claims processors.
- Improved staff morale by putting patient billing information online and at their fingertips. (No more hunting through stacks of EOB's)
- Lowered storage expenses and overhead.