



## Orthopaedic Associates, L.L.P.

### Company Profile

Orthopaedic Associates, L.L.P., (OA) was established in 1950 and is the oldest ongoing orthopaedic group practicing in Houston, Texas. OA has six clinical offices available to offer patients comprehensive treatment and surgical services conveniently close to home and work.

### Situation

OA was faced with a typical problem, especially for a multi-office practice. They needed to manage their patients' clinical documentation and prescriptions efficiently in a manner that would enable this information to be accessible anytime, anywhere, with little impact on how the doctors practice medicine.

### Business Solution

To meet all these needs, OA chose *streamline:MD*<sup>™</sup>, which was built from the ground up using Microsoft<sup>®</sup>, SQL & Windows Server.

### Benefits

Since installing *streamline:MD* in 2003 OA has been able to reduce the turn around time for transcriptions from as long as 90 days to 24/48 hours. In addition, they are able to track and prescribe patient medications using *streamline:MD*. However the most impressive result is that now all the doctors and staff have instant access from all their locations to any of the more than 94,000 patient records currently managed by *streamline:MD*.

**A**t Orthopaedic Associates, with seven active surgeons supported by a staff of 40 and operating in six different clinical facilities, each of the doctors can be expected to see patients in three different offices every week.

As it turns out, at OA the primary and most visible application of *streamline:MD*<sup>™</sup> is to handle dictation and the transcription of patient records. According to OA Practice Administrator, Katie Harrison, "*using streamline:MD*<sup>™</sup> speeds up the process of getting Doctors' notes into patient charts." This proves particularly valuable in a practice where many of the patients are seen on a weekly basis for evaluation and on-going physical therapy.

*streamline:MD*<sup>™</sup> has enabled OA to seamlessly outsource their transcriptions. This has not only resulted in a much faster turnaround of these critical documents, but also to a much more (no pun intended) streamlined record filing process. Once a transcript of the Doctor's notes for a patient visit has been completed, it is simply checked-in to the patients file in *streamline:MD*. Once there, it is immediately accessible by any authorized staff member in any of their offices. Physicians can even access patient records from their home or from the hospital, or while out of town, if desired

### The *streamline:MD* Process:

In order to get their patients' records into *streamline*, OA Doctors simply use hand-held, digital voice recorders to dictate their notes. The digital sound files are then securely transmitted to Yvette Whitmire for transcription. After transcribing the Doctors' notes, Yvette enters the notes directly into the patient's file, where they are immediately accessible to doctors and other members of the staff in all six locations. The typical turnaround time from patient visit to completed record, on file and accessible in any office is less than 48 hours. Prior to seeing patients for their next visit, doctors can review a printed copy of their notes or simply review the patient's file directly on a computer screen in *streamline:MD*.

The doctors love the simplicity and ease of dictating their notes and having them so quickly and readily available no matter which office they or their patients happen to be in at the time.

### The Transcriptionists Perspective:

Yvette Whitmire and her team do all the transcriptions for OA from an offsite location using a secure VPN connection to *streamline:MD*<sup>™</sup> on the OA server.

When asked about her experience, Yvette says she finds the system extremely user friendly and very easy to use.

Before *streamline:MD*<sup>™</sup>, Yvette worked in-house and was the only transcriptionists working for all seven doctors. As a consequence, patient records were always at least five to seven days behind. Now, using *streamline:MD*<sup>™</sup>, Yvette and her team of two other medical transcriptionists can make transcripts of the Doctors' notes available in *streamline:MD*<sup>™</sup> within 24 to 48 hours.

Typically, Yvette and her assistants transcribe 100 to 150 patient records each day. Yet despite that volume, Yvette finds that she can check-in 50 patient records into *streamline:MD* in just over five minutes. If necessary, when a record is needed STAT, it can be pulled, transcribed and made available in *streamline* for all the Doctors within 10 minutes.

When asked whether she would recommend *streamline:MD*<sup>™</sup> to other medical practices, Yvette enthusiastically responded: "Yes, absolutely, especially for larger groups or practices with more than one office!"

### The Result of *streamline:MD*<sup>™</sup>

With the implementation of *streamline:MD*<sup>™</sup> OA has achieved significant operational benefits throughout the practice.

- Vastly Improved Turn Around Time for Patient Records
- Secure and Immediate Access to Patient Records from all Locations - 24/7
- Virtually No Misplaced Records
- Superior Patient Progress Monitoring
- Significantly Reduced Overhead Expense

Furthermore, the procedure by which OA's seven surgeons take care of their patients' medical records is a remarkably simple, yet elegant process. Armed with nothing more high tech or expensive than a simple digital voice recorder (and perhaps a pen,) the Doctors can dictate all their notes and instructions for the patient, knowing that within 48 hours, they will be available for instant access on any PC, from any location.