



Comprehensive Rehabilitation Transcription Services for Moving to a New EHR Software

CLIENT

A renowned group of medical foundation, with a 272-bed hospital based in Avon, Indianapolis. Established in 1994, the hospital handles 28,000 emergency room patients every year and is well-known for its post-surgery rehabilitation care.

REQUIREMENTS

The client wanted to move to a new EHR software for enabling better billing and revenue cycle practices. For this, they had to process around 3000 cases related to rehabilitation care, obtain detailed transcription of each and convert and store them in electronic format. Convinced with our experience in EHR selection, implementation and optimization, the client approached us for a solution.

CHALLENGES

Our biggest challenge was to understand the documentation requirements and procedures of the center along with the compliance standards for rehab therapists which are incredibly intense. Added to this was the need to comprehend the following:

The amount of historical information to be converted

Patient information to be made available after the conversion

The methods to convert the data to the EHR

Ensuring the converted data is of good quality

The time for to bring the entire practice online



SOLUTION

We formed a multidisciplinary team to assist us in the conversion process. The team consisted of key representatives of the rehab center including doctors, assistants and nurses, 2 managers and skilled transcriptionists with sufficient experience in transcribing rehabilitation care documents. The representatives provided us insights on patient care data and in selection of data for conversion. They interacted with the managers of our team on the business uses of the data who then passed on the directives to the transcriptionists and the members assigned to lead and train the team on the client's EHR software.

After coordinating with the client, we identified the key common data and information types that had to be considered for conversion to the EHR, along with the information that should be made available during patient visits. These commonly included patient demographic data, problem lists, historical procedures, current medications and allergies. They helped us determine the amount of information to be converted and identify which information had to be scanned, interfaced or entered directly.

The managers provided the transcriptions with clear and concise documentation guidelines, acquainted the data entry executives with the software's interface, and the areas they were going to use. This helped in cutting down the time required in back-entering data into the predetermined fields. During the data entry stage, together we created a parallel schedule for auditing the entries, documenting errors, and correcting all mistakes. All these together ensured seamless conversion along with data integrity, accuracy, and completeness.

RESULTS

We were able to deliver high quality rehab transcription reports and sync them in accordance with the software requirements in quick time. This helped the client:

40% savings on operating costs

35% increase in overall revenue

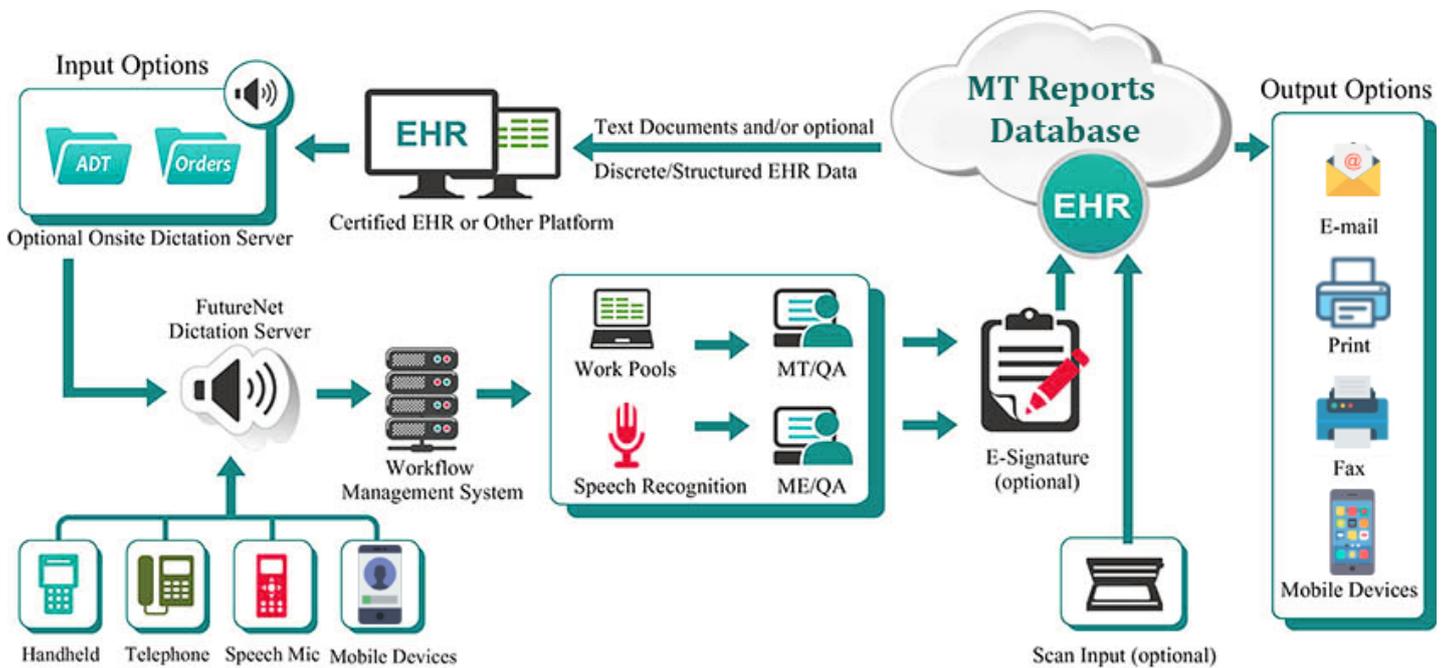
Significant fall in errors and backlogs

40% savings on operating costs

Improved patient care and patient participation



TRANSCRIPTION AND EHR DOCUMENTATION PROCESS



“One platform; one partner; and one complete rehab transcription and EHR documentation solution. That is what MedBillingExperts is to us. The flexibility and turnaround time that they offer is beyond ordinary.”

“One of the key advantages of partnering with MedBillingExperts is that it eliminates the need to hire a number of different vendors for different purposes. And for us that means, we are reducing our overall transcription costs, maintenance costs and technology costs. What’s more, they are able to seamlessly handle exponential volume of both front-end and back-end rehab transcriptions and sync it with our EHR requirement. And that is an important advantage for us, particularly as it relates to meaningful use requirement.”

“There were no hiccups in any of the transition for our hospital. All went very smoothly, and it was excellent team work with weekly calls, customized templates and spreadsheets which ensured that everybody got everything done timely. All in all, we hit our mark; just an excellent transition.”

**-CEO,
Indianapolis based
Hospital**