

Cardiac Specialists of Fairfield, P.C. Saves \$540,000

While many practice administrators have fallen on the sword of botched EHR implementations, I am confident that our purchase of a clinical document management solution is a career highlight. It's an affordable, easy-to-use solution that works well for our practice. The ROI—more than \$500,000 over 5 years—speaks for itself.

Source:
Robert Hendler, FACMPE
Administrator
Cardiac Specialists of Fairfield, P.C.
Fairfield, CT
www.cardiacspecialists.com

Challenge

Managing paper medical charts without migrating to a costly and complex electronic health record (EHR).

Solution

A clinical document management solution for healthcare that quickly eliminates paper charts and provides functionality without having to implement an expensive EHR system.

Results

\$540,000 in cost savings with the elimination of 3 full-time employees through attrition. Eliminated chart room and chart supplies.

- \$105,000 savings per year for 3 full-time employees
- \$3,000 savings per year savings in chart supplies
- Increased patient satisfaction
- Increased patient volume
- Decreased physician work hours



SRSsoftware

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Opened as a single-physician specialty practice in Fairfield, CT, more than 13 years ago, Cardiac Specialists of Fairfield, P.C., is now a premier 17-provider, multi-site group practice with expertise in most aspects of cardiology. At the forefront of scientific advances in cardiology and diagnoses, they recognized advantages of adopting an electronic medical record (EMR) and wanted to find a solution that could be quickly installed and used by all their staff.

Cardiac Specialists

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– Robert Hendler, Administrator

We kicked the tires for a few years and weighed the risks, seeking an appropriate solution to the age-old problem of managing paper patient charts. Robust EHRs require a sizable IT investment and carry significant risk—even government officials admit to a 50 percent failure rate. Ease-of-use was a key factor in our purchasing decision because we knew several colleagues who had purchased expensive, complicated EHR systems that were ultimately too time-consuming to learn or use effectively.

The struggle to have medical records where and when they were needed, as well as the operational inefficiencies that resulted, were symptoms of the practice’s aging infrastructure and a clinical document management solution delivered the cure. With a moderate investment, we satisfied our medical record issues with our purchase and more importantly, our physicians appreciated the ease of implementation and minimal training required. It was a sound, fiscally prudent decision that easily paid for itself.

Going from paper-based to paperless yielded other significant benefits. Since our office runs more smoothly, payroll was reduced by 3 full-time employees—saving the practice \$105,000 annually. Chart supply cuts generate an additional \$3,000 per year in savings.

Another benefit came from having 24/7/365 access to patient charts. Our cardiologists receive many routine patient calls daily with a variety of questions regarding medications, symptoms and treatments.

One of the most valuable aspects of installing the new software solution is its capability to match each call to the patient’s chart and to send a message directly to the appropriate physician’s desktop computer in real time.

Our biggest surprise was the positive impact on physician time. Workflow efficiencies help our physicians to stay current with their messages at home, hospital or office. Callbacks are generally made on the same day, not a day or two later. This is a key benefit that directly improves patient care.

Since some of our physicians prefer to respond to patient callbacks during hospital downtime or at their leisure at home, they have increased patient volume during work hours and have reduced their time at the office after hours.

With immediate access to charts from anywhere, we have not only enhanced patient care, but also improved service to our referring doctors because return calls are quick and accurate—with full documentation readily available.