

Access Sports Medicine & Orthopaedics

“SRS has enabled our physicians and staff to concentrate on providing the highest quality of care to our patients.”

Background

Access Sports Medicine & Orthopaedics provides state-of-the-art, complete musculoskeletal healthcare in a patient-centric setting with 16,000 square feet of offices and examination rooms. Physicians strive for one-on-one treatment and therapy where results and patient satisfaction are paramount. The inability to quickly locate lost or misplaced patient charts and reports, compounded by the excessive time spent searching for charts, were the driving forces in Access' pursuit of a paperless chart solution.

Statistics

Location:	Exeter, NH
Size:	2 locations, 9 providers, 45 employees
Volume:	800 patients per week

Solution

Access Sports Medicine & Orthopaedics began its search for the most cost-effective and efficient solution by first investigating electronic medical records (EMRs). Senior management found EMRs to be too complex, not user-friendly and not cost-effective. After meeting SRS representatives at a BONES Society conference, Access selected SRS Chart Manager™, a solution that provides powerful workflow tools such as messaging, electronic prescriptions, referral order management, integrated transcription services, and customized flow sheets with an award-winning clinical document management engine that eliminates the need for paper charts.

“The SRS medical records software solution is much more cost-effective than purchasing an entire EMR package and far less complicated to use,” says Cheryl Roy, Business Manager & Special Projects Coordinator. “SRS has improved communications among our clinical, business and administrative staff by facilitating quick and easy access to information that is necessary to do our jobs efficiently.”

Access is a proponent of staying on the cutting edge, always seeking new ways to sustain its place as one of the top orthopaedic practices.

After implementation, Roy notes that staff job satisfaction has improved significantly as a result of instant chart access and a more relaxed office atmosphere. “While the staff still remains busy, it is no longer faced with the chaos and inconvenience of searching for missing charts or information,” states Roy. “The SRS messaging component is a compelling benefit. When triage nurses take messages from patients, they attach messages directly to charts, and then send them to the appropriate physician’s inbox. Physicians answer messages immediately now that charts are at their fingertips. Overall, SRS has positively impacted our entire practice.”

Benefits:

- Patient charts are always available
- Easy to find chart information in seconds
- Streamlines messaging procedures for faster response times
- Improved communication with insurance carriers by having immediate access to information
- Ability to access charts/files from home, hospital or other remote locations
- Better decision making as a result of better communications
- More free time for physicians

Results:

- Decrease in 2 FTE medical records staff
- Significant cost savings on chart supply materials
- More productive staff
- Increased satisfaction
- More efficient billing department and decrease in A/R days

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