



Dr. Doug Arvanitis - Founder

THE CUSTOMER

Total Health and Wellness Center consists of three offices, all located in fitness centers. Treatment staff includes three chiropractors, a neurosurgeon, licensed massage therapists, marketing staff, and a certified rehab therapist.

THE PROBLEM

Professionals and therapists recorded exams, and treatments on daily note forms created for their specific responsibilities. Reports routinely required hours of reading, analyzing and dictating.

THE SOLUTION

RAPID EMR, an electronic medical records solution from the Healthcare Business Division of ACOM Solutions, Inc. enables doctors to record clinical notes automatically, using on-screen diagrams and helpers, and to generate patient reports in minutes from a highly organized patient database with just a few keystrokes.

THE RESULTS

Dr. Arvanitis completes notes within seconds and easily finishes his paperwork by end-of-day. Documentation consistency and the ability to network the multiple offices simplify billing and collections.

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Total Health and Wellness Center Digs Out of Paper Avalanche with RAPID EMR Software System

When Dr. Doug Arvanitis opened his Tampa Bay-area practice in 1997, one of his first moves was to acquire a workflow system to minimize manual activity during and after patient encounters and therapy sessions, as well as to manage patient and insurer billing.

There was still lot of busy work however, and the doctor often found himself spending evenings assembling notes and compiling reports at home after long days in the office. But in mid-2003, he cut manual activity to a minimum with the acquisition of RAPID EMR, an electronic medical records solution from the Healthcare Business Division of ACOM Solutions, Inc.

Broad-based, progressive practice

A graduate of Ohio State University and Life Chiropractic College, Dr. Arvanitis founded Total Health and Wellness Centers in 2000 with partner Ray Campos, a fitness center operator and consultant. The practice/company currently consists of three offices, all located in fitness centers in the Tampa-Clearwater area. Staff includes three chiropractors, a neurosurgeon, five licensed massage therapists, two marketing persons and a certified therapist who focuses on rehabilitation. A data network connects the three offices with a central computing platform.

The practice is broadly based, treating patients ranging from professional athletes to personal injury victims and workers compensation cases to walk-ins with backaches. THWC is the team chiropractor for various local sports teams and Dr. Arvanitis is the personal chiropractor for several professional baseball and football players and three boxing title holders.

Exploring solutions, making a choice

Before the acquisition of RAPID EMR, virtually the entire clinical staff was involved in a two/three-stage process. Professionals and therapists recorded their exams, analyses and treatments on daily note forms created for their specific responsibilities in the practice. The front office entered the charges indicated and forwarded the necessary documents to insurance companies and other concerned parties. Reports involved not only the diagnostics and therapeutic facts of the case but also the practitioner's expert opinion and prognosis. Reports routinely required hours of reading, analyzing and dictating as many as 20 pages of text.

By the time Dr. Arvanitis encountered RAPID EMR, he had already evaluated several solutions for cutting the back office and professional paperwork load -- some costing \$20,000 and more. In RAPID EMR," he says, "we discovered the flexibility we were looking for at an extremely affordable price."

Dispensing with paper documents

The chiropractors carry their tablet computers with them to use during examinations, enabling them to streamline patient visits and make notes and complete reports automatically. Tablet PCs replace the typical procedures in which notes from exams and office visits are hand-written on preprinted daily note forms. Using RAPID, doctors and staff now automatically record their information in electronic format which allows the information to be transferred automatically to a sophisticated context-oriented patient database from which reports are produced.

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“It saves time, headaches and energy and it makes the office more streamlined and efficient.”

“RAPID notes and reports, along with the ability to network our offices, makes billing and collections much easier for our office manager.”

RAPID EMR's unique design is based on "Intelligent Fields" technology. The software features more than 20 interactive screens that Dr. Arvanitis and his staff can use. From the main program screen a practitioner can select from, among others: Patient Information, Chief Complaints, Range of Motion, Neurology Exam, Orthopedic Exam, Impairment Rating, Narrative Report, Outcome Assessment Reports and visual "helpers" for the entire body: muscles, spine, acupuncture, auriculotherapy (3 screens), and a genealogical tree.

Each of the screens is meticulously detailed with check-off boxes for all of the diagnostic/treatment elements associated with the screen. The system is almost infinitely user-extensible, allowing the reports to reflect the distinct language and nomenclature of the individual doctor; versus the "canned" reports available with many systems. Similarly, a Microsoft Word-based report generator that operates independently of RAPID EMR enables creation of customized reports that reflect Dr. Arvanitis' unique style and personality.

"Our previous methodology was simple but it was labor intensive and slow, and many of the insurance companies were put off by a lack of consistency in the notes - that has now been corrected," says Dr. Arvanitis. "The front office still produces the billing documents, but we record and report treatments and examinations using RAPID EMR, which generates well-organized documentation instantly from the software's automated patient database."

Putting RAPID to work...

Installation of the RAPID EMR system took just one afternoon. Little training was necessary since the graphical screens and checklist format make the system's use virtually intuitive.

"The same clinical processes have to be observed and our associated attorneys and insurance companies still require the same kinds of notes and reports, but now they can have them within a few minutes, where previously they might have waited for days or weeks," Dr. Arvanitis says. "We save a significant amount of time and we have experienced a stark decline in the number of denial letters from insurance firms. All of these factors help improve the functioning and profitability of the practice."

...and reaping the benefits

RAPID EMR has impacted Dr. Arvanitis' personal life dramatically as well, he says, since he no longer has to take his computer and files home and then spend his evenings doing office work. Quantifying savings is difficult, he says, but it is easy to identify the efficiencies introduced within the practice. Everything in the offices runs more smoothly and there is little redundancy remaining in the practice workflow.

"I can complete notes within seconds and easily finish my paperwork by the time the last patient walks out the door," Dr. Arvanitis says. "RAPID was affordable to purchase and we have been very pleased with the service and support," he says. "It saves time, headaches and energy and it makes the office more streamlined and efficient. The consistency and continuity of the RAPID notes and reports, along with the ability to network our offices, makes billing and collections much easier for our office manager."

When purchasing diagnostic and reporting software, he has found, it is important to select a system that is right for your own practice and applications as well as cost-effective. It should be easy to use, he says, because "...otherwise, you just won't use it. RAPID EMR is all of this and more.

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