

SUCCESS STORY



Advanced Chiropractic Associates, Inc.



Dr. Joseph Ferrantelli
Founder

Tech-Savvy Gulf Coast Chiropractor Cures Practice Headaches with RAPID Software

No stranger to computers and software systems, Dr. Joe Ferrantelli, D.C. tried a number of solutions in his office, but nothing he tried had helped very much. He still had to scribe and key in daily notes, and paper-based reporting process remained cumbersome.

Staff was resistant because software often was hard to learn and difficult to use, so the office routinely fell behind on documentation. That impacted many things: productivity within the office; relationships with attorneys and referring doctors; and ultimately, whether and how quickly claims were paid.

Busy, specialized practice

A graduate of Life University School of Chiropractic and Florida State University, Dr. Ferrantelli founded Advanced Chiropractic Associates, Inc., a six-year-old family practice that emphasizes the structural rehabilitation of spinal injuries resulting from automobile, sports and workplace accidents.

He specializes in procedures using the Clinical Biomechanics of Posture/Chiropractic Biophysics (CBP) Technique, which employs specialized devices to correct subluxations that underlie spinal and pelvic injuries, deformities and the accompanying pain. Besides the doctor, the practice comprises an office staff of four, who also assist with procedures, and a massage therapist. The practice sees 150-200 patients in a typical work week.

THE CUSTOMER

Dr. Joe Ferrantelli founded Advanced Chiropractic Associates, Inc. as a family practice which sees 150-200 patients in a typical work week.

THE PROBLEM

The doctor tried several solutions to avoid manual input of daily notes and convoluted report processes. All were hard to use; staff resisted.

THE SOLUTION

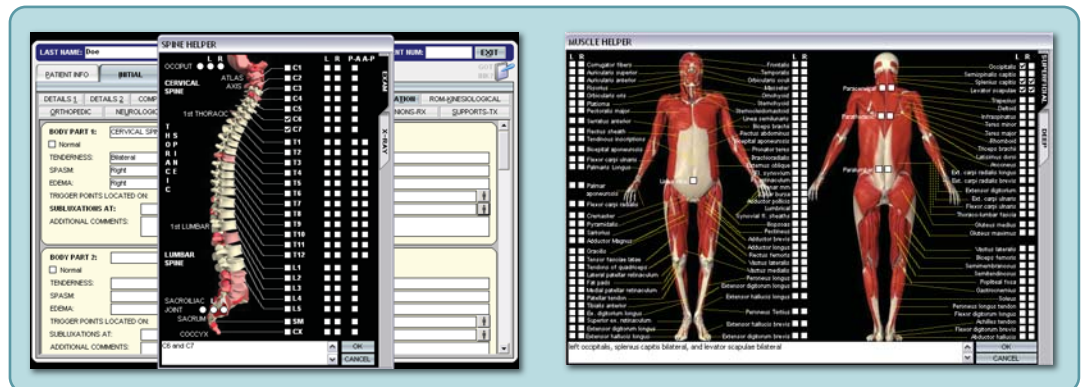
Acquiring ACOM's RAPID EMR chiropractic software enabled Dr. Joe to automate input of clinical notes using graphical helpers and check lists and to build sophisticated electronic patient records. Concise interim and final reports are now produced with a few keystrokes.

THE RESULTS

RAPID EMR's clarity and ease-of-use brought instant staff buy-in. Addition of ACOM's Patient self-registration Kiosk further reduced front office labor. Efficiency soared, reimbursements accelerated; professional relationships blossomed. Delays, denials and audits: *history....*

Automated notes; instant reports

Dr. Ferrantelli installed the RAPID EMR clinical notes and reporting solution from the ACOM Healthcare Business division. He now records SOAP notes on a tablet computer during patient visits using interactive checklists and graphics.



What the doctor sees: graphical helpers and checklists enable doctors to reduce or eliminate scribing, automate notes and build comprehensive, detailed electronic patient records.

“RAPID EMR is the most user-friendly solution we’ve seen and the support we get is fast and comprehensive.”

BENEFITS

- Automated notes
- Instant reports
- Better referral relations
- Minimal training
- Fast staff acceptance
- Smoother office operations
- Better patient records
- Faster reimbursements

“RAPID EMR makes it easy to get information to attorneys and referring physicians quickly when they need it, which encourages more referrals.”

“RAPID EMR makes it easy to keep detailed, accessible records because everything goes directly into the patient file automatically. We can get information to attorneys and referring physicians quickly when they need it, which encourages more referrals,” said Dr. Ferrantelli.

Each helper on his tablet has detailed, customizable associated text that the system uses to build highly organized electronic patient files automatically. RAPID EMR’s library of on-board formats allows doctors to produce clear, case-specific outcomes assessment and final reports instantly, complete with coding and compliance support, with a few keystrokes.

Two weeks to expertise!

Within two weeks all staff members were “expert” in using the system. *“RAPID EMR is the most user-friendly solution we’ve seen and the support we get is fast and comprehensive,”* said Dr. Ferrantelli.

Further reducing front office labor, the Patient self-registration kiosk feature has reduced a one-hour job to 15 minutes and the data entered even inaugurates the patient file. Outcomes assessment reports and finals are generated in either electronic or (occasionally) paper format, bulleted for easy reading and reference.

... office functions more smoothly... reimbursements arrive faster... virtually no delays or denials.

Dr. Ferrantelli amplifies his automated notes quickly via the tablet computer handwriting interface. In addition, coding support prompts help identify all billable treatments and support demonstration of medical necessity.

The office functions more smoothly now: reports are consistently current; staff time has been diverted to treatment support and revenue generating activities; attorneys and referring physicians refer more because of faster, better query responses. Overall, reimbursements arrive faster, with virtually no delays or denials. And no audits.

“We recommend it to other doctors enthusiastically and we are building out our implementation to comprise the whole RAPID Complete chiropractic office suite,” said Dr. Ferrantelli.

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