



Operational Improvements through the use of EMR for Rehab Departments



A White Paper Presented by:

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Introduction

Electronic Medical Records have been around in acute care hospital settings for many years. However, ancillary departments such as Physical Medicine, Laboratory and Radiology have either been bypassed by the ITS steering committee when deciding on an EMR or the EMR vendor has built a less than optimal EMR for these departments. EMR for Rehabilitation services began approximately 15 years ago. Since this time, many providers have switched from pen & paper to electronic documentation. These providers are now experiencing significant gains in operational efficiencies. This paper will demonstrate the operational and financial gains for a rural rehabilitation clinic after just 9 months of using ReDoc.

Problem Statement

Clinical Documentation is essential at many different levels of departmental operations including legible documentation, regulatory compliance, revenue integrity/enhancement, product delivery, and workflow optimization. The utilization of pen & paper for clinical documentation poses significant problems in each of the areas highlighted above. In addition to the interdepartmental inefficiencies of using pen & paper, the negative impact on other departments within the organization are evident (i.e. lost charts due to transportation of hard medical charts to other departments or storage sites).

Previous Options

Historically, the documentation options have been for rehab clinics to document on paper, utilize transcription services or EMR designed primarily for acute care nursing services or a combination of all three.

Issues Prior to ReDoc

The following is a list of areas identified by ReDoc's 360 Solutions Team during a Pre-ReDoc operational environment analysis of a current ReDoc Customer.

- Illegible Documentation
- Significant amount of non-productive time due to duplicate documentation and lengthy dictation process
- Documentation not supporting UB 92 billing (Increased Denial Rate)
- Under billing based upon the Medicare 8 minute rule
- Non-Compliance with insufficient orders, documentation of fall risk, failure to document start and stop times vs. billing, and insufficient orders
- Extremely High Cancellation/No Show rate = 27%

ReDoc Solution

ReDoc is a leader in electronic documentation for Rehabilitation. Developed for therapists by therapists, the product has matured over the last 12 years. This system not only provides a clinical documentation system for PT, OT and SLP, it provides operational solutions by improving workflow, enhancing revenue integrity, and provides key performance metrics allowing owners/directors/managers to manage the performance of their clinics much more effectively and efficiently.

Results

Below is a list of benefits experienced by a rural 5 user ReDoc customer who has been using ReDoc Software for the past 9 months

Benefit 1 post ReDoc implementation

- Compliance
 - Required fields ensure compliance
 - Higher quality of documentation and legibility
- Time
 - Compliant charts take less time to complete.
 - Elimination of Dictation process and 8 hrs per month in non-productive 700 & 701 form generation.

Benefit 2 post ReDoc Implementation

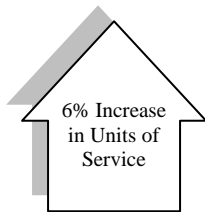
- Communication
 - Timely and professional plans of cares are generated immediately upon e-signing the note. New Evals are now sent on the same day as the eval (vs. over a week later)
- Process Improvement
 - Electronic Scheduler/Reminder System
 - Point of care documentation
 - 700/701 improvements
 - Compliance
 - Automated charge entry

Benefit 3 post ReDoc Implementation

- Billing Integrity
- Automated charge entry
- Coding Alert Module
 - Capture appropriate charges
 - Compliant Charge Capture

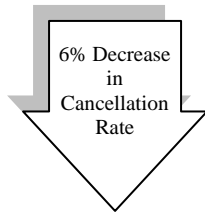
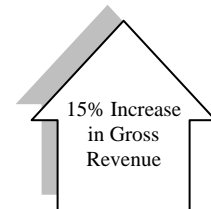
ROI

This return on investment has included:



More service to patients. By eliminating hand-written notes, This organization saw an increase of 1583 units of service. At the same time, their visits had declined versus prior year secondary to economic factors (Increase Gas Prices etc.)

Incremental Gain in Gross Revenue. ReDoc also Contributed to the bottom line while the organization was struggling to maintain its current visit rate.



Reduced Cancellation No Show Rate. ReDoc's introduction of a electronic scheduler and automated schedule reminder system, this organization reduced the Cancellation/No Show rate from 27%-21%. Resulted in an average of 2 more patient visits per day to the clinic.

Financial Results

- Revenue Enhancement due to higher level of billable one-on-one treatment time (\$120,752 increase in Gross Revenue)
- Elimination of Transcription Services (\$6,262 in savings)
- Reduction in Cancellation/No Show rate by 6% or average (\$169,243 increase with additional Visits)
- **\$296,257 in Financial Enhancements**

Learn more about how you can experience similar results. Contact a representative at sales@rehabdocumentation.com or 888.401.4400 x1111 to learn more.

About The Rehab Documentation Company

The Rehab Documentation Company provides software and services designed expressly for the needs of rehabilitation therapy practices. ReDoc software addresses both the clinical and business needs of physical, occupational, and speech therapists in all settings where therapy is practiced.

The company was founded in 1995 by Gerry Stone, a practicing physical therapist with over 25 years of diverse clinical experience. From its earliest stages, ReDoc design focused on the clinical needs and workflow challenges of rehabilitation therapists.

Over 800 healthcare facilities in all 50 states now use ReDoc to simplify operations, increase productivity and control cost. ReDoc is endorsed by the American Physical Therapy Association and by the American Occupational Therapy Association.

The company has work closely with Microsoft and the HL7 organizations to stay consistent with industry standards for application development and support. ReDoc integrates seamlessly with virtually all other healthcare related applications.

This case study describes the results achieved through ReDoc by Munroe Regional Medical Center in Ocala, Florida. provides measurable evidence of the cost savings and improved efficiencies available through ReDoc.