

CHANGING THE GAME: Re-think the way you manage patient charts



COMPANY PROFILE | TEXAS ONCOLOGY - MCALLEN

Challenge:

Reduce labor hours and costs associated with the management of incoming faxes for patient charts while simultaneously eliminating human error and greatly increasing processing times.

Texas Oncology is one of the largest cancer treatment and research providers in Texas specializing in hematology, pediatric & radiation oncology, and much more. For more than 30 years they have provided treatment and hope to people throughout the state. As a pioneer of community-based cancer treatment comprised of more than 420 physicians, they have a presence in just about every corner of Texas.

Solution:

docfluent© by Remote Operations, Inc.



Industry:
Medical

Results:

- 100% Reduction in Labor Hours Tied to Incoming Faxes
- 54% Costs Savings Over Human Labor
- 99% Processing Accuracy
- 86% Processing Speed Increase



Size:
8 Physicians
3 NP's

"We have been working together with Remote Operations for many years in many capacities and have been very satisfied with their service. Their new docfluent service is just another step in helping us be more productive and at the same time provide a cost savings which is always a very good thing!"

- GLORIA PEREZ
PRACTICE DIRECTOR | TEXAS ONCOLOGY - MCALLEN



Patient Volume:
200 to 250 Daily

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Business Needs

80 Percent:

Just think about that for a moment.

4 out of every 5 hours that staff previously had to dedicate to fax management was saved by docfluent.

How can that level of efficiency improvement impact your practice?

Texas Oncology - McAllen is a busy medical practice with several departments, medical services, and moving parts. They were struggling to manage incoming and outgoing medical records in an organized and efficient manner. The lack of efficiency in dealing with these records put them several days behind, causing a multitude of challenges. They were looking for a solution that would process their records the same day.

The Challenges

There was a clear need for relief and assistance in processing medical records. They tried outsourcing some of the load, but were ultimately unhappy with the result as it did not manage the process from start to finish. They needed a solution that would process records the same day, freeing up staff to focus on other matters. They required a solution that would provide accountability and introduce a system of checks and balances. They were not interested in finding an individual to simply "process" their records. Instead, they sought a system and a team that would care for their records just as they had.

Specific Hurdles

- **Too Slow**
Processing incoming records was taking a week. It needed to be a day.
- **Need for Transparency & Accountability**
Who was doing what, and where were the records at any given time?
- **Continuity of Care Documentation**
Tracking failed faxes and keeping contact information updated for referring providers was a tedious undertaking. Successfully sending records to these physicians as soon as records were completed would help reduce the number of calls they received requesting those records.
- **Records Requests**
This was a big task. Because of their backlog, records for both new and returning patients were not always received in time, which resulted in appointments needing to be rescheduled due to incomplete documentation.
- **Fax Sorting**
Managing the fax machine took an employee a full day between sorting, logging, and delivering records to intended parties.
- **Employee Morale & Job Satisfaction**
The medical records staff was operating in a very stressful environment. They lacked the time and the resources to move in a timely manner, which led to supervisors often spending weekends in the office playing catch up.

The Solution

Over a period of 8 weeks, approximately 15,000 records were processed with extremely limited staff involvement. With the implementation of Docfluent, Texas Oncology - McAllen was able to see immediate relief in terms of time and stress.

Thanks to these services, they were able to reach deadlines for obtaining records by having Remote Operations optimize their processes. Employee morale improved immensely, and the entire team was quickly able to get caught up.

The patient experience was also enhanced. Texas Oncology was able to speed up the course of patient care by ensuring that all records were in-house for new and returning patients before the time of every appointment. The department was no longer operating in the past, but instead, they were finally able to work ahead.

The Results

- > 100% reduction of labor applied to sorting incoming records
- > 90% reduction of labor applied to attaching records in the EHR
- > 100% transparency & accountability for all records at all times resulting in the ability to manage immediate requests and ensure that all charts were complete before each visit.
- > 86% reduction in processing time for *all* records, from 7 days to less than 1, ensuring that all records were available to physicians prior to every patient visit.
- > Significant reduction in calls requesting patient records
- > Introduced custom workflows for each physician and document type mirroring previous manual results.
- > Introduced the ability to make universal updates for all patients of referring physicians with new contact information as well as the ability to resend all necessary patient records, both with a single click.
- > Introduced the ability to create automated reports that allow practices to track patient volume over time from all referring physicians, leading to much stronger referral program insights & management.

PERFORMANCE CASE STUDY | Re-think the way you manage patient charts.



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About Remote Operations, Inc.

Remote Operations has been helping practices all over the country better manage their medical records since 2005.

Each and every month, we send and receive millions of records on behalf of our clients. They tell us that our services dramatically reduce the number of calls they receive from referring providers requesting records. All our clients' records are processed and made available in patient charts the same day, freeing up valuable staff time. The result is improved patient care and experience.

To learn more about the ways docfluent can improve your business while saving you money, call us at (512) 231-1300 ext. 391 or send an email to sales@remoteop.com.