



CASE STUDY: Pediatricians upgrade performance, productivity and collections with MicroMD® PM

"Our claims processing is more accurate, and our staff has reduced our claims rejection rate by 20%. We're collecting payment sooner, and we've improved cash flow while spending less time correcting errors."

*Joseph F. Heavey, FACHE
Chief Executive
Children's Medical Group*

ORGANIZATION

Based in Poughkeepsie, New York, Children's Medical Group traces its distinguished history to 1932. Today, Children's 23 providers serve the Hudson River Valley region at eight offices.

OBJECTIVE

Enhance service and business performance by upgrading Children's practice management software for advanced scheduling, account management, reporting and other capabilities.

SOLUTION

Convert to MicroMD PM from Henry Schein Medical Systems, chosen by Children's for its client-server technology, ease of use, comprehensive feature set, and expert implementation support.

RESULTS

Patient visits increased by four percent; wide range of current clinical and financial reports; reduced claims rejection rate by 20 percent; collections increased by 15 percent; training time decreased from two weeks to two days. access to all patient data.

Modern medicine calls for modern technology, and that's no less true when it comes to practice management software. "As the practice continues to grow, we need to maintain our commitment to being as responsive and accommodating to our patients as possible," says Joseph F. Heavey, FACHE, chief executive of the Children's Medical Group in Poughkeepsie, New York. "Poor IT performance hinders the efficiency of essential business operations."

Objective

With care delivery and the health of the practice in mind, Children's Medical Group decided to replace its UNIX-based practice management system several years ago. The challenges presented by the old technology will be familiar to Children's peers: an overly complex user interface, obscure keystroke commands, and slow system performance.

Even routine tasks such as patient sign-in or viewing schedules required too much effort. Predictably, new employees found it difficult to learn.

To deal with these problems and gain other key features, Heavey and 12 colleagues formed a selection team and began the search for a better option.



The Microsoft Windows-based MicroMD PM software saves time on new-user training. Today, it's a two- or three-day process rather than a two-week chore.

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Solution

In addition to flexible, comprehensive scheduling and account management functionality, Children's also sought a way to track the business with quick, easy-to-generate financial reports.

The selection team quickly determined that Microsoft® Windows®-based, client-server technology would provide the features they wanted along with the stability and scalability they needed.

Children's selected MicroMD PM in November 2005. "We also took into account the good reputation that Henry Schein Medical Systems has earned among its users for its responsiveness," says Heavey, "and the pricing of the system, which we found to be competitive."

Due to customization in the older system, Heavey knew that mapping the practice's data would present an unusually complex challenge. But the experience of Henry Schein Medical Systems with data conversions proved a critical success factor. Conversion, configuration, installation and training were complete in four months—with no manual data re-entry required. At Children's, MicroMD PM runs over a T-1 network with a central server and a combination of different types of client PCs.

Result

Children's saw results in less than one year, by January 2007.

Using MicroMD PM's scheduling and account management features, Children's increased patient visits by four percent:

- Children's staff can quickly view schedules at all locations to assist last-minute and walk-in patients.
- Customizable appointment types—short visits for immunizations, for example, or back-to-school sports physicals—have improved efficiency.
- "Drag-and-drop" functionality helps office staff reschedule or cancel appointments more quickly and more accurately.

Financial and other reports that once required hours to generate are now available in minutes. And managers can now access a more extensive menu of standard financial reports.

Of course, the Windows-based MicroMD PM software saves time on new-user training. Today, it's a two- or three-day process rather than a two-week chore.

MicroMD PM also transformed claims management. Children's staff reduced its claims rejection rate by 20 percent. Meanwhile, the practice receives payments faster. And straight collections as a percentage of billed charges rose by 15 percent.

Upgrading practice management systems calls for financial investment and a focused effort. But Heavey sees that, with MicroMD PM, Children's is now well-positioned for its future plans, including an expansion of its services: "Our experience demonstrates that the tangible improvements in practice performance make it worthwhile."