



Dragon® Medical and MEDENT EHR

FLH Medical Uses Dragon Medical to Drive MEDENT EHR Adoption at 20-Physician Practice

Driving Efficiency at a New Practice

FLH Medical, headquartered in Geneva, NY, is a five-office practice providing Internal Medicine, Orthopedics, Pulmonary, and Urology services to communities throughout central New York. Focused on delivering uncompromising, exceptional quality and outstanding customer service, this 20-physician practice is dedicated to serving its patients—which number over 75,000 each year—by documenting encounters more efficiently and comprehensively with Dragon Medical and MEDENT EHR. As a result of its joint Dragon Medical/MEDENT EHR implementation, this start-up practice has been able to largely eliminate transcription costs and its clinicians are now able to manage their own workflow.

As is the case with any start-up business, FLH Medical of Geneva, NY, which acquired five practices in 2009, needed to keep a close eye on expenditures. A key part of keeping expenses low, according to Kurt Koczent, Chief Administrative Officer of FLH Medical, was eliminating transcription costs as much as possible.

"My goal from the very start was to run a very cost-conscious operation. The foundation to allowing us to be cost-effective was our investment in **Dragon Medical** alongside our MEDENT EHR," says Koczent.

"Investing in Dragon Medical and our MEDENT EHR from the very beginning of our practice was a 'no brainer,'" says Koczent. "It's a huge selling point for practices because the combination of Dragon Medical and MEDENT EHR is all about reducing redundancy, eliminating lost paperwork, and avoiding the need to send faxes multiple times."

Highlights

- Sixteen clinicians are using Dragon Medical with MEDENT EHR to document patient encounters.
- Start-up practice largely eliminated transcription costs while clinicians maximized their workflow.
- Mindware Connections' expert training and support allowed providers to quickly learn and effectively utilize Dragon Medical with MEDENT EHR.
- Patient notes are available immediately—where the turnaround was once between 72 to 96 hours.
- FLH Medical anticipates ongoing savings of close to \$100,000 each year.
- Practice achieved return on investment in Dragon Medical within 45 days.

Training Physicians on Dragon Medical to Optimize EHR-Driven Workflow

"I like to get the most value for my dollar," says Koczent, about his choice to work with Pam Gratzer of Mindware Connections of Fairport, NY, to train clinicians working with Dragon Medical alongside their MEDENT EHR. Koczent chose to work with Mindware Connections because of their experience working with clinicians to maximize their use of Dragon Medical and through timely and appropriate training and workflow analysis.

Mindware Connections' training consists of two one-on-one sessions with clinicians, says Gratzer. The first session covers the fundamentals of Dragon Medical, including implementation into the clinician's specific workflow. A key component is a practical exercise within the EHR, which allows the clinician to experience exactly how to use Dragon Medical for documenting patient notes. During a follow-up session, typically scheduled two weeks after the initial session, Mindware Connections will ensure that clinicians are using Dragon Medical within their EHR as effectively as possible.

"Our proven, streamlined implementation methodology that leverages change management strategies results in the highest level of clinician adoption of Dragon Medical," says Gratzer.

Documenting Care Within the EHR

The clinicians practicing at FLH Medical use MEDENT EHR and Dragon Medical to document their patient encounters. Some clinicians prefer to incorporate real-time data entry into the EHR during the patient visit, while others prefer to update the EHR after the patient visit. The seamless combination of MEDENT EHR and

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Dragon Medical allows for each of these types of workflows.

One clinician, Dr. Michael Bell, weaves dictation into his patient visits in a way that's seamless for patients. In practice for more than 33 years, Dr. Bell embraces technology and appreciates that he's generally able to complete patient notes by using Dragon Medical and a headset within five minutes after the patient leaves his office.

Further, Dr. Bell, who feels that he can't focus on patients when he's typing, appreciates the ability to use templates within Dragon Medical for regular patient follow-up visits. "With templates, you can just change a small part of the text—instead of typing or speaking the whole note in free text, which, while generally resulting in a more complete note, takes more time," says Dr. Bell.

Tim Button, Physician Assistant in Orthopedics, doesn't like to take the computer into the room with patients because he prefers to focus on maintaining eye contact with patients.

At the same time, Button doesn't like to type, and appreciates the flexibility Dragon Medical provides when he creates a note.

"I feel that my patient notes are better when I use Dragon Medical," says Button, who adds, "When you're done, you're done. You don't have to read notes when they come back from transcription. And that's huge."

Clinicians who speak English as a second language have also embraced Dragon Medical at FLH Medical. Dr. Ghassan Wardeh, a Pulmonologist who started using MEDENT EHR without Dragon Medical and now uses the two solutions seamlessly, says that Dragon Medical "has helped to significantly speed up the completion of my notes."

—Kurt Koczent

Chief Administrative Officer
FLH Medical

“What’s particularly helpful is the ability to navigate within MEDENT EHR using Dragon Medical. That’s a really nice feature—and one that’s customizable to your workflow.”

—Dr. Philipp Wirth

Internal Medicine
FLH Medical

Dr. Wardeh contrasts his experience today of having patient notes shortly after the patient has left his office with the previous turnaround time of between three to four days to receive notes from transcription. He feels that Dragon Medical complements the EHR, which makes his work day shorter and easier.

Dr. Philipp Wirth, an Internal Medicine physician, uses Dragon Medical to complete his notes with a combination of talking, typing, and ‘pointing and clicking.’ “I love how using Dragon Medical with MEDENT EHR allows me to juggle my day,” says Dr. Wirth, who typically works on patient notes in batches during the course of the day and from home in the evenings.

Dr. Wirth is particularly pleased with his ability to work efficiently through labs and triages using Dragon Medical and the MEDENT EHR. “What’s particularly helpful,” says Dr. Wirth, “is the ability to navigate within MEDENT EHR using Dragon Medical. That’s a really nice feature—and one that’s customizable to your workflow,” he says.

Koczent is confident that the practice has increased referrals—in particular, among FLH Medical’s specialists. “When our specialists are using Dragon Medical, it actually speeds up the note process for them. Primary care physicians referring patients to our specialists truly appreciate the level of detail provided in the notes they receive—which is possible because Dragon Medical enables our clinicians to speak right into the EHR.”

Challenge: Reduce redundancy, eliminate lost paperwork, avoid the need to send faxes multiple times—and dramatically reduce transcription costs.

Solution: Implement MEDENT EHR and Dragon Medical as part of a completely electronic workflow.

Results: Sixteen clinicians at FLH Medical currently use Dragon® Medical from Nuance Healthcare within MEDENT EHR. Providers are using Dragon Medical speech recognition capabilities and specialty-specific templates, which allows the practice to largely eliminate transcription costs, while helping clinicians to fully document patient encounters.

Success by the Numbers and Improved Patient Care

Before implementing Dragon Medical alongside their MEDENT EHR, Koczent says prior statistics show turnaround on patient notes was anywhere between 72 to 96 hours. Today, by contrast, patient notes are available immediately.

“Our technology-purchase strategy is 100% focused on realizing a strong return on investment within a relatively short time,” says Koczent. “With Dragon Medical implemented by Mindware Connections, we were able to achieve a return on investment within 45 days.”

The practice has largely eliminated transcription as a line item and Koczent is thrilled that, with Dragon Medical and their MEDENT EHR, the practice’s clinicians are able to bill at levels that are appropriate—and they’re able to substantiate the level of service they provide to patients appropriately. Koczent is also very happy about the ongoing savings of close to \$100,000 each year.

For product information, please visit Nuance Healthcare at www.nuance.com/healthcare or call 888-350-4836.

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