



## Arvin Family Practice Mount Vernon, Kentucky

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Deborah Hayes, CMA (AAMA)  
Arvin Family Practice

The Arvin Family Practice already knew the value of the Allscripts Practice Management system. But they also knew that by maintaining a manual, paper-based records process, they were not receiving the full benefit of all that Allscripts could offer.

"We were ready to roll everything: PM, EHR and claims into one comprehensive package," shared Deborah Hayes, Certified Medical Assistant for Arvin Family Practice. "An Allscripts representative showed us MyWay; it seemed to be a perfect fit for a practice our size. And the doctor really liked how simple the system was to use."

Arvin Family Practice selected an on-premise implementation of Allscripts MyWay (A completely hosted solution, with the system securely housed at an Allscripts location, is also available). Hayes appreciated the high level of technical support and training she received for her team throughout the process, but she does have one piece of advice. "Don't rush it," said Hayes. "We moved faster than Allscripts recommended because the doctor was going on vacation. That was a mistake. Even though it worked out all right in the end, it would have been smoother if we took the implementation in manageable pieces."

### A System that Thinks Like a Physician

Dr. Arvin took advantage of a system designed to think like he does. The intelligent navigation of Allscripts MyWay displays relevant clinical content based on presenting symptoms, and the adaptive learning functionality of the system continually works to adapt itself to Dr. Arvin's patterns and preferences. But through fully-customizable, template-free charting, the physician is always free to work how he wants to work.

Through the ePrescribing functionality of MyWay, Dr. Arvin's office can access medication histories, look up formularies, and check for interactions to safeguard patients. Prescriptions can then be submitted to the pharmacy before patients even leave the physician's office, adding convenience and ultimately reinforcing patient loyalty to the practice.

### Intuitive Practice Management

Using Allscripts MyWay to control patient scheduling means that the staff of Dr. Arvin's office can handle cancellations, blocked times, emergency visits, and waiting lists with ease. Through an intuitive interface, the staff can build complete, thorough patient records that capture background and demographic entries, information on contacts, employment, insurance, and even visual records from scanned documents.

"Scheduling is easy," said Hayes. "MyWay makes it really, really easy. We have a part-time person that comes in, and she picked up on it real quick." MyWay built enough efficiency into Dr. Arvin's practice that when another part-time employee went off to school, they did not need to replace her. MyWay enables the organization to accommodate the workload without the expense of finding a new resource. Deborah Hayes also feels that Dr. Arvin himself is much more efficient in his daily activities thanks to Allscripts MyWay.

A more efficient practice also yields benefits in other areas. With the electronic environment of Allscripts MyWay, Dr. Arvin has eliminated dictation expenses (which can cost \$8,000.00 annually for a typical physician). And his staff moved the paper charts out of the office. "That makes your whole environment

look better,” beamed Hayes. Typical office supply costs for a practice like Dr. Arvin’s include:

- \$0.05/unit for superbills
- \$0.02/unit for Rx forms
- \$0.79/unit for folders
- \$0.12/unit for labels

Office supply expenses are typically reduced by 70% on average through Allscripts MyWay.

#### Faster Claims. Better Visibility

The reporting functionality of Allscripts MyWay enables Deborah Hayes to run both daily and insurance reports to gain better visibility into the financial stability of her practice. But it is the clean claims submission through the technology that really captured her attention. “Claims come through really quickly. With Medicare, sometimes we get payment back within 10 days. It’s that kind of performance that helps maintain a healthy revenue flow,” she declared.

#### Future Plans

The support visits performed by the Allscripts team have impressed Dr. Arvin. His future plans include having the Allscripts team come in for a site visit after the 1-year anniversary of using MyWay, in order to observe how he and his staff are utilizing the technology and provide tips and advice. Dr. Arvin hopes to fine-tune the system to gain even more value, and to start making better use of the robust health maintenance functionality offered by Allscripts MyWay.

#### ROI:

- Enhanced efficiencies for both the physician and practice
- Dramatic reduction in paper-based office supplies and elimination of dictation expenses
- The ability to reallocate a part-time staffed position
- Fast claims processing – with Medicare claims processing in as little as 10 days