



Practice Details

Walker Family Medicine
801 West Rex Allen Drive
Wilcox, AZ 85643

Profile

Three Family Practice
physicians and eight medical
staff members.

OmniMD Product(s)

OmniMD PM™, OmniMD
EHR™ Integrated Practice
Management System and
Electronic Health Records
(2007), OmniMD Services™.

“After comparing many EMRs, I determined that OmniMD™ was the best Software for my new clinic. I run a high volume family practice clinic with Two mid-level providers. OmniMD™ is used for scheduling, reminder calls, Medical records, insurance and patient billing. OmniMD™ is a critical tool for my practice. It is very good software, but I am also very pleased with the level of service OmniMD™ provides with their technical support team.”

Dawn K. Walker, D.O.

Board Certified in Family Practice

Walker Family Medicine in Willcox, Arizona finds multiple advantages of integrated Electronic Health Records (EHR) and Practice Management System

The Walker Family Medicine (WFM) team has worked together for over five years while serving the Willcox, Arizona community. They are committed to providing patient-centered care in order to maintain their community's health.

WFM provides routine healthcare for children, including immunizations. WFM also has staff that includes pediatric specialists. WFM provides routine women's healthcare. This care includes annual gynecological exams, family planning, pre- and post- menopausal counseling and treatment.

WFM has Urgent Care services. WFM is available to care for patients' basic urgent healthcare needs such as simple lacerations, sprains, fracture diagnoses, and care. The practice is associated with Charles Leighton Hospice and provides referrals when appropriate.

Challenges

WFM decided to implement an Electronic Medical Record (EMR) system from day one to access patient medical records, to improve the quality of point of care, to increase productivity and reduce medical errors. Besides financial benefits, the major objective was to enhance the quality of care as well as patient satisfaction. Initially, it was quite cumbersome for Dr. Walker to manage workflow because they conducted the whole process manually.

Solution

WFM found OmniMD PM and OmniMD EHR, plus OmniMD Services providing unparalleled reliability, ease-of-use, efficiency, and customizability. OmniMD™ EMR, version 11.2 is a CCHIT Certified® 2012 Ambulatory EHR. The solution is HIPPA compliant, web-enabled and support devices ranging from tablet PCs, handhelds to desktop computers.



R.O.I. Analysis

Walker Family Medicine (WFM) chose the ‘start from scratch’ approach to analyze the true return on investment for the System. Percentage increase in productivity before and after OmniMD™ implementation were recorded and analyzed

Solution (Continued)

The solution is SureScripts Certified, which also provides real-time alerts for drug-drug, drug allergy and other interactions based on patient’s EMR. The solution captures complete documentation such as HPI, ROS and Physical Exams, Assessment & Plan to complete patient visits. The system follows HL7 standards for information sharing and integration across practices and hospitals. The solution is secured by Thawte, which uses 128-bit encryption and digital certificates to ensure complete data security

In addition, OmniMD™ solution allows physicians to generate and maintain entire patient’s medical records. The system allows providers to customize templates as per their specialty, at the same time multiple providers can access a single chart at once. In case of a Specialty Provider, the system allows to share charts among providers and staff across multiple locations. OmniMD™ Medical Billing System can electronically track claim status, payments and work flow of billing team. OmniMD™ Patient Portal would allow patients to register on-line, update and view their information, request appointments, order Rx refill and view lab reports.

SAVINGS	Before OmniMD	After OmniMD	% Increase in Productivity
Charting	1	0.5	+50
New Patient Registration	1	0.8	+20
Charge Capture	0.5	0.25	+50
Reminder calls & Mails	1.33	0.4	+70
Pharmacy Callbacks	0.2	0.09	+55
Document Transfer	1	0.25	+75

INCREASED REVENUE	% Increase in Productivity	\$ Increase per Year
From no E & M ‘under-coding’	+70%	\$20,563
From fewer default payments via e-eligibility	+65%	\$30,260
From 50% fewer ‘no-shows’	+50%	\$150,200

CAPITAL OVERHEAD REDUCTION	\$ Savings per Year
Chart supplies (reduced reliance on pre-printed forms and copying)	\$920
Monthly rent saved on rack space	\$14,00