

## New Rehabilitation EMR & Scheduling Software Reaps Cost Savings and Increased Revenues in Outpatient Therapy

### Challenge:

The paper records used by the medical records department at five hospitals, including thirteen Ministry Outpatient Therapy Clinics, created costly inefficiencies in outpatient therapy. Records were difficult to access, and patient notes by therapists varied in length and detail and lack of standardization, including costs for transcription.

Ministry Health needed an electronic system that would reduce therapists' administrative time, create more time to see additional patients, provide a systematic and consistent way to capture patients' clinical information, and seamlessly work with third-party payor systems.

### Objectives:

1. The new electronic record-keeping system needed to be affordable, easy to use, accessible and comprehensive while:
2. Reducing operating costs
3. Maximizing revenue
4. Meeting regulatory compliance requirements
5. Integrating easily with the existing Meditech and Centricity hospital information systems

### Strategy & Results:

ReDoc's solution was introduced to all thirteen of Ministries outpatient facilities with over 80 Physical Therapists, Occupational Therapists and Speech Pathologists. In addition to developing a solution to meet Ministry's Health stated objectives, ReDoc included a patient scheduling system to further improve office efficiency and increase the number of patients seen by therapists in the same amount of time. In less than 120 days since the first Go Live, ReDoc successfully achieved the implementation of the software program, and all facilities began to reap the benefits.



- Better time allocation to add more patient visits
- Improved transcription & clerical time
- Increased revenue by eliminating under-billing
- Increased regulatory compliance with accurate coding

“We could not have survived all of the changes in Medicare over the past year if it were not for ReDoc. They are a great company with the complete solution for outpatient therapy departments.”

Kay Anderson, OTR  
Northern Region Director  
Ministry Rehabilitation Services  
Howard Young Hospital, Ministry Eagle River Memorial Hospital  
Ministry Sacred Heart- Saint Mary's Hospitals