



Medical Practice Case Study Valdez Family Clinic

Solo family practice reports a 26% increase in revenue per patient and a net ROI of 325% after one year⁶

EHR Objectives:

- Improve office efficiency
- Realize clinical benefits of complete, current patient data
- Move third-party billing in-house without adding to staff
- Reduce work week to 4 days, while seeing same number of patients

Implementation Process:

- Training was remotely hosted via web 3 weeks before trainers arrived on-site
- On the “go-live” date, the clinic scheduled 1 patient/hour/provider; increased the patient load as the week progressed
- By week’s end, clinic approached its normal patient capacity
- When problems were identified, forms and protocols were tweaked by the trainer and tested on the next patient

Results:

- All objectives were achieved/exceeded within 4 weeks after “go-live”
- Return to pre-implementation patient flow just 2 weeks after on-site training
- Billing moved in-house, netting a savings of \$31,000 per year
- Coding improvements led to annual increase of \$210,528 in reimbursements; return on investment after one year was \$187,118

Practice Profile:

- Family practice in underserved Texas community
- 1 MD, 2 medical assistants, 3 front office, 1 collections
- 9,000 annual patient encounters

Source: http://www.himss.org/content/files/davies/2007/amb/ValdezFamilyClinicDaviesApp041807_3.pdf