



Full attention given to patients thanks to Digital Pen and Paper

FACTS

Customer: Brandon Health Care, based in Florida, US. This is a general health care practice with three doctors and two nurses on staff.

Challenge: To improve insurance claim processing, reduce turnaround time between claim submission and payment, lower administrative costs and eliminate the need for paper records.

Solution: Rover INK application using Anoto Digital Pen and Paper technology, provided by Rover Technology Fusions. The application is integrated with the Electronic Medical Record (EMR) program Waiting Room Solutions (WRS).

Benefits:

- Less time needs to be spent on documenting insurance complaints, as a result 10 - 12 additional patients can be received by each doctor every day.
- Registration of new patients now takes less than two minutes as compared with previously taking up to 18 minutes.
- Patient records are stored electronically, eliminating paper files and storage requirements.
- Medical records are more complete and up-to-date and errors are reduced.

“The new system reduces the time required to review and document each visit allowing more time to focus on patient care.”

Dr. George Brick, Brandon Health Care

Rover Technology Fusions provided Brandon Health Care, a general family practice, with an innovative digital solution that has made it easier and faster for doctors and nurses to document each patient's complaint and treatment for insurance purposes. Thanks to Digital Pen and Paper technology, doctor/patient contact is maintained while medical records are completed and kept up-to-date, reducing discrepancies in insurance claims.

“The new system reduces the time required to review and document each visit allowing more time to focus on patient care”, says Dr. George Brick, at Brandon Health Care.

The traditional way of completing medical records

Brandon Health Care has been seeing primary care patients for 30 years. Until recently, when patients arrived at the doctor's office, they were asked either to complete new patient paperwork or to update their existing records, which were retrieved from storage and given to the nurse. The nurse would then document vital signs and patient complaints

on paper, to which the doctor would have to add handwritten notes detailing the patient's condition and treatment, on an encounter form delineating diagnosis and office charges.

This information was returned by the patient to the billing clerk, who would code it and enter it into a computer system. At the end of the business day, the office manager would need to check all the codes for errors, and send the data to a clearing house for billing to the appropriate insurance company.

This paperwork is essential to meet auditing and payment terms from insurance companies and government medical programs like Medicare and Medicaid. Due to the multiplicity and complexity of medical problems seen in primary health care, physicians must document each complaint and procedure to maximize reimbursement. Previously, the physicians spent up to two extra hours a day documenting insurance claims. Now, as the doctors no longer need to spend extra time on this, they can each receive 10 - 12 additional patients every day.

The search for a new, more efficient method

Brandon Health Care looked at several Electronic Medical Record (EMR) packages for keeping patient files electronically. All were very expensive yet did not allow for doctor/patient contact as they required the doctor to retreat behind a computer screen to type

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in patient information during examination. Moreover, these systems did not come with solid reputations or prior user experiences to draw from.

The chosen solution

After researching their options, Brandon Health Care selected Rover INK's application to integrate with the Electronic Medical Records (EMR) program Waiting Room Solutions (WRS). Among their objectives were to decrease the discrepancies on insurance claims due to lack of information or incorrect coding, maintain doctor/patient contact during examination and avoid typing into a computer during the visit as far as possible. They also wanted to invest in a future proof technology that would not rapidly become obsolete. It should integrate seamlessly into current office systems, with limited disruption to the office and practice. The health care centre also hoped that they would learn to use the chosen solution quickly and easily together with Waiting Room Solutions.

How it works

- New or existing patients fill out appropriate check-in information on their pre-printed form using a digital pen. Brandon Healthcare uses print-on-demand technology to ensure 100% accuracy in matching patient paper forms with the Electronic Records. An interface was built in WRS that allows office administrators to print their patient forms on demand. Every patient form is pre-printed with the patient's ID, name and the date of the visit.
 - The completed form and the pen are returned to the front office, where staff docks the pen.
 - All information written with the digital pen is instantly downloaded to the computer, where it is accessible to the doctor who will meet the patient.
 - As doctors examine their patients, they are able to view all relevant information, including medical history, notes, laboratory and radiology tests, medication and other vital data, just by entering a patient's name or ID number.
 - During the examination, the doctor charts the patient's history and makes exam notations using the digital pen.
- Once the examination is completed, the doctor docks the digital pen and data is sent to the WRS system in real time. The information goes into the WRS system, treatment methods are confirmed and matched to their proper billing codes.

Less time spent on administration, more time for patients

Thanks to the new technology, front office personnel no longer need to spend valuable time manually inputting patient data into a computer. These days, new patient registration takes less than two minutes as compared with previously taking up to 18 minutes.

The digital pen and paper solution is flexible, offering the doctor the option of entering patient information using the digital pen and/or instantly retrieving information using a computer. Patient records are stored electronically in WRS, without the need for transcription or copying, thereby reducing the risk of error. Even laboratory and other test results are loaded directly into WRS, eliminating lost or misplaced data, which improves the quality and safety of care.

The solution also bridges a paper filing system to a web-based EMR System. Patient records are stored electronically, eliminating paper files and storage requirements. However, the practice may still opt to use paper forms if desired.

And last but not least, the system is user friendly so implementation caused almost no disruption to the practice.

"Most importantly, this system enhances the physician's ability to improve the quality and safety of care, making workflow more efficient and the process of change non-stressful. The system allows elimination or reassignment of front office resources and the ability for every doctor to receive 10 - 12 additional patients each day", says Dr. George Brick at Brandon Health Care.

Plans for future development

The project was broken down into two phases. Phase one, which involved capturing data using the digital pen, is fully implemented. Phase two, which includes real-time updates to the EMR with captured data, is in the process of implementation.

Partner profile:

RoverTechnology Fusions (RTF) is a full-service technology solution provider, offering a robust portfolio of products and services to both small and large businesses. RTF develops and integrates affordable enterprise technologies that connect business partners and protect valuable business data. With a strong focus on mobile data capture and workflow improvement, RTF's web-based solutions deliver "on the edge" communication with quick implementation of backup and remote access systems. RTF's headquarters are in Florida, US.

www.roverttechfusions.com

Customer profile:

Brandon Health Care is a family medical practice located in Florida in the US. The practice has been in business for 30 years and currently employs three doctors.

Anoto Digital Pen and Paper technology

An Anoto Digital Pen looks and feels like a normal ballpoint pen. However, it contains an integrated digital camera, an advanced image microprocessor and a Bluetooth® transmitter. Any paper can be used with a digital pen, if the Anoto dot pattern is added to the layout before printing the paper. The Anoto dot pattern consists of numerous black dots that can be read by the digital pen, but are almost invisible to the naked eye. The pen reads the pattern and registers what and where the user writes.