



Florida Chiropractic and Rehabilitation Clinic

Dr. Jared A. Winters - Founder

THE CUSTOMER

Dr. Winters founded FCRC as a family practice with an emphasis on musculo-skeletal treatment. Current patient volume averages about 140 visits in a 4 ½ day work week.

THE PROBLEM

The doctor "...wanted to do things right from the start." A meticulous clinical notes and documentation writer, he wanted an automated system that integrated with front office software for business functions.

THE SOLUTION

RAPID Complete automates Dr. Winters' clinical notes and documentation, integrates them with business management modules for a seamless data flow between the treatment and the billing, collection and associated business activities. Tablet computers provide intra-office portability.

THE RESULTS

Dr. Winters credits RAPID with supporting practice growth of the practice. He neared optimum patient load after only one and one-half years in practice, now envisions multiple clinics under his established success pattern. RAPID also facilitates off-site back-up.

Doctor Establishes Paperless Practice Workflow with RAPID Complete Chiropractic Software

When he opened his Florida Chiropractic and Rehabilitation Clinic in Sarasota in late 2006, Dr. Jared Winters took the position that he "...wanted to do things right from the start." That included dispensing with handwritten/typed notes and reports in favor of an automated system for clinical notes and reports that was integrated with front office software for business functions such as automated patient scheduling, registration, billing and collections.

Dr. Winters holds an undergraduate degree in molecular biology from the University of Winnipeg and a D.C. degree from Northwestern Health Sciences University. When he opened his new practice, he had already been seeing patients for several years, primarily as an independent physician focusing on musculo-skeletal treatment in association with an Orlando practice.

His current Sarasota clinic is comprised of six treatment rooms, a physical therapy center and a front office/reception area. Dr. Winters is the sole professional in the office and is supported by an office staff of two as well as two chiropractic assistants who are also trained in massage therapy. Current patient volume averages about 140 visits in a 4 ½ day work week.

Kicking the Paper Habit

After considering several alternatives, Dr. Winters selected RAPID Complete, a total chiropractic office solution that eliminates paper-based processes, streamlining both clinical and business office workflow and introducing major efficiencies and reducing costs.

"I wanted a solution that would support our activities from the moment a patient arrived until the claim was submitted and collection was complete," Dr. Winters says. "When I investigated RAPID Complete I was pretty sure I'd found what I was looking for."

With RAPID Complete clinical notes and documentation software and business management software are integrated to provide a seamless data flow between the treatment area and the billing, collection and various associated business operations.

Further, the convenience of the tablet computers provide portability, allowing the software to travel to wherever it is needed with whomever is currently using it. It is networked wirelessly with the front office server to create a paperless workflow process, including electronic billing and the related documentation.

"... office functions more smoothly... reimbursements arrive faster... virtually no delays or denials."

Walk-through

Because it is an end-to-end solution, RAPID Complete starts saving front-office staff time and labor the minute a patient walks in the door, Dr. Winters says. Instead of filling out the patient information herself, the receptionist hands the patient a tablet computer with his/her file open. The patient adds personal information, coverage information, reasons for the visit, pain levels and so on – all through an electronic form on the interactive tablet computer screen.

The patient is then escorted to the examination room, where the doctor performs his assessment on the tablet computer, recording his notes using a

“When I investigated RAPID Complete, I was pretty sure I’d found what I was looking for.”

BENEFITS

- Patient self-registration
- Automated electronic patient files
- 30-second daily notes
- Five-minute Interim Reports
- 10-minute finals
- Fully integrated back/front office
- Electronic claims
- Reduced front office load
- Automated off-site back-up

“Office operations are completely paperless and files and documents are immediately accessible – whether a daily note, interim or final report, X-ray, bill, statement or other record.”



combination of automated on-screen helpers – diagrams and checklists – each with associated text. On-screen hand scribing is available to add detail and observations, and these notes also become part of the patient file.

Next, an assistant delivers any passive care required, after which the doctor treats the patient himself and concludes the visit. The file is immediately available to the business office manager, who reviews it, collects the co-payment, submits the claim (electronically, in most cases), and schedules the patient’s next appointment.

Speed and Efficiency

Dr. Winters states that he has always been meticulous in recording notes. His reports were sometimes dictated, but more often were typed or handwritten– processes that consumed many hours. The care and detail that he took in his notes and reports hasn’t changed, he says, but RAPID’s contributions in speed and ease of preparation are dramatic:

- Daily notes: about 30 seconds
- Interim reports: under five minutes
- Final reports: Under 10 minutes

Because the electronic patient file is highly structured, there is no need to sort through a stream of documentation in order to prepare the reports. A selection of 10 outcomes assessment reports are available to track patient progress visit-to-visit. Well-organized finals help payer analysts understand quickly and exactly what and why treatments were performed, a factor that contributes to timely reimbursements.

A Well-oiled Machine

“We’re a well-oiled machine.” he says. “As with any powerful tool, learning to use RAPID is not automatic but if you are willing to spend a little time, it pays immense dividends. Documentation is precise, the system runs effortlessly, and all of the procedures are

virtually intuitive. Office operations are completely paperless and files and documents are immediately accessible – whether a daily note, interim or final report, X-ray, bill, statement or other record.”

Importantly, the doctor backs up all of the office documentation at an off-site facility, a process that is facilitated by the maintenance of an electronic file environment.

Especially valuable to Dr. Winters is that RAPID Complete is not a “canned” system and that it can be personalized extensively not only to provide additional detail to the resident text, but also to the doctor’s personal analytical and descriptive style. “By investing a little time you can tailor the system to your precise needs,” he says. “You can make it do anything you want.”

Impact

Because he started with RAPID in a brand new practice, Dr. Winters cannot cite before-after metrics on savings, patient load or other benchmarks, but he contends that RAPID has been immensely valuable in supporting the growth of the practice. He was close to his optimum patient load of 150/week after only one and one-half years, and he now envisions opening multiple clinics under his established success pattern.

“RAPID allowed the practice to reach our desired patient load quickly by expediting processes, enabling relatively brief but comprehensive patient visits and establishing a smooth and positive workflow. There is also the “WOW” factor: patients are impressed by the smooth, easy way our office works, and they’re involved in the process from the moment they are handed the self-registration Kiosk on arrival. There is instant recognition that they are dealing with an advanced, highly professional healthcare clinic.”

###