

# COMMUNITY ORTHOPEDIC SURGERY **REDUCES COSTS** WITH DRAGON<sup>®</sup> MEDICAL PRACTICE EDITION

## Community Orthopedic Surgery



### CHALLENGE

- Reduce transcription costs
- Increase physician adoption and satisfaction of PhoenixOrtho EHR system
- Make patient records unique

### SOLUTION

- Implement Dragon Medical Practice Edition with EHR
- Provide physician training to maximize utilization
- Enable flexible dictation sources and locations, so physicians have options

### RESULTS

- Reduce transcription expense and errors
- Create smooth transition to EHR
- Eliminate transcription delay in providing patient notes
- Eliminate the need for physicians to take dictation work home with them

### SUMMARY

Ypsilanti, Michigan – In southeastern Michigan, Community Orthopedic Surgery P.C. offers patient care from its two locations and a Level 2 trauma facility. With five physicians in the practice, Community Orthopedics was looking for ways to reduce transcription cost and to ease the transition to electronic health record software (EHR).

### COMMUNITY ORTHOPEDICS SEES 90% DROP IN TRANSCRIPTION COSTS

According to Tom Luther, Practice Administrator for Community Orthopedics, the physicians were ready for speech recognition technology in 2012, when it was time to move to EHR. “We’d actually explored the transition about three years before, when medical transcription costs were running about \$130,000 annually. About that time, we were introduced to 1dragonsource, so as soon as the practice was ready, we reconnected with Paul Rochlen at 1dragonsource so we could implement Dragon<sup>®</sup> Medical Practice Edition,” says Luther.

While Community Orthopedics was implementing its orthopedic-specific EHR, 1dragonsource installed Dragon Medical Practice Edition on laptops for each of the physicians and also provided training. Luther says, “We actually started by using Microsoft<sup>®</sup> Word, just to let the physicians get used to the patterns and process of speech recognition. It went really well, and 1dragonsource helped us get up and running quickly.”

Initially, one physician began dictating patient notes directly onto charts with Dragon Medical Practice Edition. But Luther says there was a “domino effect, and within two weeks, we had four physicians fully up and running. One of our physicians has held onto the old process, but even at that, our transcription costs have gone down to about \$12,000 annually.”

### WORKERS’ COMPENSATION BILLING AND CHARGES CAN BE COMPLETED SAME DAY

Although Luther admits that there was a learning curve for the physicians to understand how to create patient notes directly onto charts through speech recognition. “They caught on quickly, and today, they’re much more efficient.”

In fact, Luther notes that for many years, Community Orthopedics’ physicians had become accustomed to taking dictations home and completing them after clinic hours. “Now they don’t have to take that work home. They can complete patient notes throughout the day, which not only eliminates that evening workload, it also eliminates the delay in getting feedback to patients and notes into the EHR,” he says.

Some Community Orthopedics’ physicians still take home some of their work; according to Luther, “it’s just their style. But thanks to the technologies 1dragonsource helped us implement, the physicians can log in whenever and wherever they like to get the notes done.”

Because the practice has eliminated the transcription delay in getting patient notes populated onto the chart, Community Orthopedics is in a better position from a medical billing perspective, too. Luther concludes: “Before 1dragonsource implemented these technologies for us, we struggled with getting patient notes and

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— Tom Luther, Practice Administrator  
Community Orthopedic Surgery

charts completed on time. But now, we’re seeing completed notes very quickly—within the same day. That means we can complete our workers’ compensation billings and charges much faster than ever before. We’ve had to adjust our workflow in the back office, but that’s a good thing.”

### ABOUT NUANCE COMMUNICATIONS

Nuance Communications is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance’s award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.

### ABOUT 1DRAGONSOURCE

1dragonsource has 19 years of experience helping clients enhance their work experience by supplying, supporting, and training with Dragon voice recognition products to improve their productivity and efficiency. Clients include healthcare providers, hospital systems, attorneys, business professionals, and the disabled community.