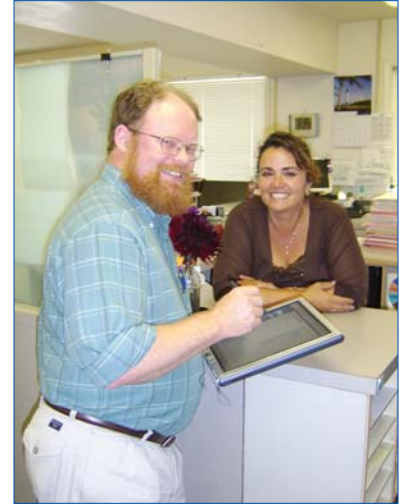


Small Country Physician Practice Finds More Time for Patients with ChartConnect

case study

At first glance, Sky Valley Family Medicine resembles an old-fashioned country clinic where the two full-time doctors personally know all their patients, who bring gifts of salmon, venison and zucchini when they come for appointments. But behind its Norman Rockwell façade, the independent clinic relies on cutting edge technology provided by ChartConnect.

"We love ChartConnect—it helps us stay open because it dramatically reduces our overhead. We have seen transcription costs drop from \$6,000 a month to \$600 a month and eventually expect it to be zero," explained Mark Raney, DO, who runs the clinic with Victoria Baker-Hall, MD and Allan Ellsworth, Pharm.D, PA-C, a professor at the University of Washington, who works part-time.



The only medical clinic along a 77-mile stretch of Route 2 between Sultan and Leavenworth, Sky Valley schedules from 12,000 to 16,000 visits a year and began using ChartConnect in the fall of 2005. Raney says he could see a major impact in less than six months.

"It's a great tool—I can't imagine not having it. ChartConnect gives me the ability to maintain the level of care the community expects," Raney said. He has a unique relationship with the community, which rallied to help the clinic become financially independent after it was cut from a large medical group. "With the help of ChartConnect, it is possible for small private practices to survive," he said.

According to Raney, the savings from transcription costs and staff time more than pays for the cost of ChartConnect. Equally important, he strongly believes it improves patient safety and care. Because the clinic is isolated, patients must use hospitals that are far away. When Dr. Raney needed to admit a four-day old baby to Children's Hospital in Seattle, he was able to immediately transmit information to the hospital. "The information exchange that ChartConnect provides is invaluable," he said. Recently, when Raney was attending a conference in Arizona, he was able to quickly send a patient's complete history to an emergency room in Washington.



ChartConnect, Inc. provides a comprehensive electronic medical record for physician practices and hospitals nationwide, offering a range of products to help providers connect with their healthcare community to streamline workflow and increase efficiency. For more information, visit www.chartconnect.com.

Sky Valley Family Medicine Case Study (continued)

Raney also appreciates ChartConnect's e-prescribing capabilities, explaining how the ability to refill prescriptions not only saves time but dramatically improves workflow. "Refills that previously took two to three days are accomplished in minutes....and there's less chance of error," he said.

Sky Valley's patients were initially a bit skeptical about technology getting in the way of their care but immediately understood the benefits. "Patients love it because it actually gives me more interface time with them. I am more efficient and not hopping in and out of the examining room," he says. Raney uses his laptop as a teaching tool by loading it with lab tests, pictures and information, which he can easily print out for patients to take home.

ChartConnect also has improved the clinic's referral system. Not only do the clinic's doctors save time by sending messages to their referral coordinator but the specialists also appreciate receiving a patient's full history and lab reports. "Specialists love it—they stop by the clinic on their way to go skiing to check out the ChartConnect system. They can't believe the quality of the notes they receive from us," he said.

For Raney, the top three benefits of ChartConnect include improved efficiency, improved safety and the ability to follow a patient through every step of the process. "This reduces error and we sleep better," he says. He especially likes the dashboard, which he says is easy to navigate and personalize to include local resources. He also says it's easy to create templates for visits.

Raney, who anticipates the clinic will be paperless within the year, said "It's a great model—it just makes sense to use a platform that offers direct access to hospitals."



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