



EXTENSIVE BENCHMARKING LEADS TO EMR SOLUTION THAT ELIMINATES PAPER CHARTS

gMed helps practice eliminate paper charts, and provide patients an online portal to increase efficiency

PRACTICE

Gastroenterology Care Center
www.gicarecenter.com

Specialty:
Gastroenterology

Products:
gCare™

- Practice Management (Noteworthy Medical Systems/NetPracticePM™, athenahealth, Inc.)
- Laboratory (LabCorp, Quest)
- Transcriptions (Transform MD)

Location:
Miami, FL

Employees:

- 11 Physicians
- 3 Nurse Practitioners
- 2 Physician Assistants
- 57 Employees

RESULTS

- Reduced costs by \$175,934
- Increased E&M revenues by \$155,000
- Estimates 5-year return of \$1,244,670
- Reduced 0.5-1 physician work-hours per day
- Eliminated paper charts
- Increased staff productivity and control
- Enhanced call turn-around and patient satisfaction

gMed™ was founded in 1997 to replace the paper chart with a better electronic alternative, one specialty at a time. gCare™ is a complete system designed to fully automate clinical documentation and procedure reporting needs.

Gastroenterology Care Center (GCC) of Miami, FL is a thriving 11 physician gastroenterology practice focused on quality and patient satisfaction.

“We have always been a leader in adopting new technology, and this decision was crucial to our success” said James Leavitt, MD; executive director of Gastroenterology Care Center: “We receive more than 1,500 phone calls every day, 15,000 new patients every year and have more than 50,000 interactions with existing patients during the same year. We needed a product that could handle the load, a partner that understood our practice and had the right vision and goals for the future.”

GCC chose gMed after more than two years of intensive evaluations. In the first four months the practice was able to eliminate the paper chart, enhance physician and staff productivity and increase the quality of service.

“We no longer manage paper charts, physicians are leaving 30 to 60 minutes earlier every day,” said Alex Fernandez Jr, practice administrator of Gastroenterology Care Center: “I have better control of the staff and patients get return calls, results and refills very fast, with nothing falling through the cracks.”

Gastroenterology Care Center achieved immediate results because gCare™ was pre-configured for Gastroenterology.

“Most practices underestimate the cost of customization,” said Leavitt. “Physician time is very expensive, and most non-specialized products require more than 500 hours of work in order to have the right lists, coding logic and documents for gastroenterology.”

GCC needed a product that provided quick results and immediate return because the practice could not afford to slow down, expecting to see an even greater return when implemented at the Ambulatory Surgery Center module.

“More than 73 million American's went to the Internet for health advice by 2003” said Leavitt. “I think these patients would welcome the opportunity to obtain better outcomes through automated service and enhanced treatment compliance.”

In order to enhance patient service and reduce costs, gMed, Mars Medical Systems and GCC developed an online patient portal to manage appointments, refills, laboratory results, patient history forms and HIPAA-compliant communications.

