



## PRACTICE SEEKS GASTROENTEROLOGY-SPECIFIC EMR PROVIDER

gMed provides solution that delivers ROI in 18 months

### PRACTICE

Gastrointestinal & Liver Specialists of Tidewater, PLLC  
www.giandliverspecialists.com

#### Specialty:

Gastroenterology

#### Products:

gCare™

- Endoscopic Report Writer

#### Location:

Suffolk, VA  
5 offices

#### Employees:

- 5 physicians
- 1 physicians assistant
- 32 employees

### RESULTS

- ROI in 18 months
- \$30,000 saved in transcription costs/year
- \$52,615 generated through appropriate coding
- Physicians leave office 1.5 hours earlier each day; 390 MD hours saved annually
- 400 staff hours saved on message taking/documentation; saving \$32,000/year
- \$1,159/year saved in chart storage; 173 hours saved in staff travel costs to other offices
- \$24,500 saved by eliminating new paper charts; 68% of practice's paper charts are now eliminated
- Increased patient satisfaction
- Eliminated \$4,000 in courier costs
- Increased endoscope procedures by 13.3percent/year
- Improved overall communication and office efficiency

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.

With over half a century of combined internal medicine and gastroenterology training and expertise, the physicians and staff of Gastrointestinal and Liver Specialists (GLS) provide patients with insightful, compassionate and the highest quality medical care available. As the practice evolved, it became inundated with paper charts that interrupted office flow and increased overhead costs, leading to wasted employee time.

GLS felt an electronic medical records (EMR) system could alleviate many of the issues at their practice, narrowing their focus quickly to EMRs that targeted gastroenterology. The practice explored "one size fits all" options, such as a hospital-based solution, but found that such programs did not adequately address their needs and workflow.

Knowing an uninformed purchase and unrealistic expectations could be financially devastating, GLS took time to establish what practice aspects they wished to enhance. The practice then analyzed those companies who could deliver against those needs today, rather than relying on a vendor's promise to develop a solution.

"After we established an EMR was necessary, the next step was finding a provider that had successful implementations in similar practice settings," said Dr. Dan Neumann, Gastrointestinal & Liver Specialists of Tidewater, PLLC. "Our specialty is gastroenterology, not customizing and implementing IT solutions."

The search process took place over a 12-month period. A physician was identified to champion the process, and GLS conducted local demonstrations from top candidates. Practice managers and physicians conducted several on-site visits for high prospect clients at similar size practices, and reviewed financial data from finalists. As the search evolved, outside consultants were used to oversee the contracts and financial arrangements.

After several site visits and demos from EMR providers, it was clear gMed topped the list for specialty-based gastroenterology practices. gMed provided a solution that efficiently integrated all elements of patient care, and had proven experience increasing profits and limiting overhead expense.

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"gMed demonstrated cost savings and improved turnaround time through digital dictation," Neumann said. "The simple initial success promoted confidence in technology and fueled the appetite for a fully paperless practice."

gCare™ was implemented at all five offices over a six-month period bringing one provider on at a time. The solution could be accessed anywhere via laptop or remote desktop.

GLS immediately experienced the benefits of implementing gCare at their practice. In the first year alone, \$54,500 was saved in transcription costs and having paperless charts, and over \$52,000 was generated from appropriate coding. Physicians were leaving the office earlier, and practice employees saved 430 hours in the first year by not having to file, pull, prepare or travel to other offices for charts. Even endoscopies conducted a year increased 13.3%. Within six months, the entire practice was up to speed and running efficiently.

Benefits have also been transferred to patients because gCare allows physicians access to patient data from virtually anywhere. GLS is able to provide better care to patients through rapid response to refill requests and results notification. Physicians can also avoid costly duplication of tests, make more informed decisions and limit liabilities.

"Both the financial and efficiency benefits have trumped the initial search and implementation process," Neumann said. "There is no way our practice could maintain revenue and continue to increase the level of patient satisfaction without the support of gCare."

GLS knew they had to make a change to provide the highest level of medical care. The gCare solution allowed GLS to do just that – by increasing practice efficiency and decreasing overhead cost.