



P&P data systems
the future of healthcare

MD Health Case Study

The Situation

MD Health has established a chain of medical clinics in the Greater Toronto Area, with its first clinic practice established in Brampton, Ontario. The first clinic established in 2006, now boasts 11 doctors, each with specific specialties. The clinic provides full-service health care services to almost 22,000 patients. The MD Health staff emphasises total health care management in a congenial, consultative environment. Satisfied patients referring family and friends to the clinic has resulted in healthy expansion in patient volume.



The Issues

With this expansion, and the complexity of the medical counsel being dispensed, the clinic required a file management system to ensure the clinic's doctors would be able to spend as much time as possible focusing on patient care as opposed to doctors of yesteryear, seemingly spending too much time on administration.

First, although the clinic had been using P & P's system since 2006, since then several other doctors had joined the practice, coming from other offices where paper files and filing systems had been routine. The clinic has standardized all its processes and procedures and now fully relies on P & P's system to manage more than 22,000 files.

Had the clinic not standardized, numerous issues would have resulted. Not only would file storage have become onerous, but it also would have become costly as it would have entailed secured off-site storage. While perhaps functional, it would have become time consuming to locate patient files, entailing trips to the offsite storage facility and then a search that could take anywhere from a few minutes to a few hours. This would have been a drain on the clinic's financial resources via inefficient use of its human resources.

Second, the clinic's doctors would have found themselves spending more and more time on administering patients' files. While critically important in a clinical practice, it would have impeded the doctors' time available to spend with patients. And the results would have negatively impacted the clinic's overall efficiency.

Third – as a result of the clinic's emphasis on providing total long-term health care solutions, many of the clinics patients' files had grown significantly in physical size. In such cases, since paper files are not searchable by keyword (as computer files are), it would have taken considerable time to review patient notes.

Finally, an additional concern would have been the confidentiality and security of patients' records. Electronic medical records are much more secure than paper records because access is limited to staff who have a legitimate "need to know" for treatment, payment or operations purposes. In addition,

activity on medical file access is easily monitored. All access to the EMR is controlled through individual user passwords. The added benefit of password access is that staff and providers have different levels of access to the EMR, determined by their position. For example, receptionists do not have access to patient medical information, whereas nurses and medical assistants do. In addition, electronic medical record systems prevent unauthorized users from gaining access to patient records through safeguards such as firewalls and other measures. Keeping patient information secure also involves making provisions for backups and disaster recovery.

The Solution

After an extensive evaluation of the industry's finest solutions, MD Health settled on P & P's Clinic Information System (CIS). The product is a comprehensive Clinical Management System, offering features and flexibility unavailable in any other Clinical Management System.

"P & P continues to deliver excellent return on investment for our organization. Looking forward, we truly believe the paperless doctor's office is the way to go."

Dr. Snape, MD Health.

For MD Health, CIS is a proven solution, enhancing MD Health's patient care by increasing efficiency in file management. MD Health uses the product's flexible and powerful scheduler, patient demographics management with automated health card validation, and a billing suite to facilitate electronic data transfer.

Billing efficiently, accurately and on-time is key for MD Health. The advanced platform handles billing to the Ministry (OHIP), WCB, insurance providers, out-of-province, third parties and directly to patients. The platform comes standard with billing codes and stores custom billing code sets. As a result, billing with CIS has greatly reduced human errors. For example, CIS alerts MD Health's administrative group, if attempts are made to bill an annual health exam too early, or if an incorrect hospital visit code is entered.

Prescription writing was proving onerous for the practice prior to P & P coming aboard. Now the clinic's doctors simply enter drug prescriptions into the system and it automatically handles compounds, creates regimens, as well as creates and attaches limited use forms and prints the appropriate

LU code on the Rx. The SIGNA permits complex instructions such as variable doses for different periods. Prescriptions are also tracked for patients.

CIS has one of North America's most comprehensive drug interaction databases, fully integrated into its system. This alerts MD Health to any interaction with existing prescriptions as they prescribe new drugs.

The Result

MD Health is delighted with P & P's advanced platform. The clinic's doctors are now able to spend more time with patients, less time on administration and in so doing, dispense better health counsel. On the financial side, there are many benefits too. Most notably, the clinic's processes are more streamlined, saving it time and money. The clinic's administrative staff is now able to use their time more productively as well.

It's a win/win all around!