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CASE STUDY

Multi-Site Pain Management Practice Centralizes Inter-Office Communications, Maximizes Cashflow, Slashes Overtime With Customized Digital Platform

Introduction

Since 2012, Integrated Pain Solutions (IPS) has made it their mission to provide comprehensive and unique pain management services to the elderly and underserved communities of North Carolina.

Co-founded by Dr. James Taylor and Jerri Patterson, NP, their exceptional approach to pain management has garnered wide recognition throughout the state, even impressing pain experts on a national level. Most notably, IPS created extended 2-hour "group visit" appointments where patients receive pain education, low-cost anti-inflammatory diet plans, medication refills, and participate in mindfulness yoga.

IPS offers treatment for arm and leg pain, back pain, face and neck pain, hand and foot pain, opioid use disorder, chronic pain management, and osteoarthritis. They currently maintain 9 locations and 21 providers, with more to come.

Their unique keys to success include:

- Staying at the forefront of pain management by adopting a consistent, forward-thinking approach to effective treatments and procedures
- Providing excellent pain management care through advanced, up-to-date provider training and education
- Ensuring patients and families are carefully listened to and have numerous opportunities to be successful and thrive during treatment

Practice Overview

Practice Name: Integrated Pain Solutions

Practice Type: Pain Management

Locations in North Carolina: Asheboro, Beaufort Fayetteville, Jacksonville, Laurinburg, Rockingham, Southern Pines, Wilmington, Whiteville

Founders: Dr. James Taylor, Jerri Patterson, NP

Years in Business: 11

Services Offered: IPS provides treatment for pain related conditions such as arm and leg pain, face and neck pain, hand and foot pain, opioid use disorder and chronic pain management and osteoarthritis.

Practice Goals:

- Open more locations soon in underserved areas of North Carolina, along the coast, and in the south-central region.
- Modify the PrognoCIS EHR system to stay ahead in pain management education and trends.
- Experience an efficient workflow, enhancing patient care and staff well-being.

Leading the Way in Pain Management Innovation

Prior to launching IPS, Dr. James Taylor, an anesthesiologist, and Jerri Patterson, a seasoned pain management nurse practitioner, shared a vision to approach challenging pain conditions from an unconventional, holistic perspective. Their goal was

to create a multi-site practice that developed cutting edge pain management techniques via a "think-outside-the box" mentality, recruiting top-notch providers, and implementing extensive pain education programs for patients.

They opened their doors and experienced immediate success – but within the first year, with two locations and over 600 patients under their care, Dr. Taylor and Patterson quickly realized their current paper system was unsustainable from an administrative and clinical perspective.

"We started with a tremendous sized practice," Patterson says. "To do a really good job for our pain management patients, we needed records from all their previous doctors. And those records had to be hand-filed. We didn't have enough staff to do all the paperwork, so we just kept hiring. It was overwhelming to keep the charts in order and manage the influx of information."

IPS also needed a better way to share files between offices. If a patient changed locations, faxing or scanning the chart to the new location was a daunting and frustrating task. It was also difficult to run reports, make referrals, or capture the financial pulse of the practice. With plans to rapidly expand the following year, IPS knew they had to make an immediate change.

What's more, per new Medicare guidelines, medical practices were required to switch to online documentation to maintain current reimbursement levels, further forcing IPS to look for an electronic solution.

> *"In the ever-changing world of medicine, a collaborative working relationship is tantamount – and Bizmatics has gone over and above for us,...I can pick up the phone anytime, discuss a problem, and come up with a solution with their team. There's always something new we need to implement, and the PrognoCIS platform meets that challenge. It's customizable to my needs. For a pain management practice, it's the way to go."*
>
> ***– Jerri Patterson, NP, Co-Founder***

From Paper Overload to Streamlined Digital Design

The IPS leadership team researched several Electronic Health Record (EHR) software programs, but quickly landed on PrognoCIS, created by Bizmatics, Inc., for its extensive customization and integration capabilities – features that were unavailable in the other systems.

"We needed an EHR that could be specifically adapted to pain management," Patterson says. "It not only had to capture history and physical findings, but procedures as well. PrognoCIS was all inclusive – and we've been able to continually revise it to suit our needs."

With new locations coming onboard soon, Bizmatics immediately got to work building custom pain management templates while IPS staff started the training process. Although the vast amount of data made the transition bumpy at times, the Bizmatics team remained ready to assist IPS through any challenges they encountered.

Ed Ross, current CEO of IPS, recalls the onboarding process:

"Bizmatics was there when we needed them," Ross says. "There was so much going on at the same time. We were seeing patients, doing procedures, and learning the system. But they were always available to us. And if our on-site specialist couldn't

fix an issue, she would quickly speak to a dedicated expert on the backend. The changes were made, and we could keep going with our day."

Right off the bat, several cumbersome tasks at IPS – such as insurance verification, patient check-in, chart prepping, and running reports – were streamlined, decreasing staff overwhelm and allowing IPS to deliver timely and more efficient patient care.

Personalized Integrations Boosts Clinic Resources and Quality Care

One PrognoCIS feature that immediately impacted IPS was the Prescription Monitoring Service (PMS). It tracks current and previous patient prescriptions for controlled substances, allowing providers to determine appropriate treatment plans for each patient.

Previously, IPS providers would have to log in to a separate website, run queries for each patient, print the results, and file them for the next day's appointments. Now, with the PMS integration, monitoring prescriptions is a one-click action inside the patient's chart, saving IPS between 100-175 minutes of overtime work each day.

IPS also elected to utilize the Revenue Cycle Management (RCM) Billing Service offered by Bizmatics. With this feature, billing is handled by the Bizmatics team via the PrognoCIS platform, eliminating the need for a separate billing department at IPS.

"The RCM Billing Service integration was huge for us," Ross says. "It not only saved us from hiring people, but it also saved us from potential turnover in our billing department. Small changes in billing staff can immediately affect cashflow because it takes time to hire and train the right people. But with the billing service, we don't have to worry about that. Plus, we have an open line of communication with Bizmatics. Working through billing tasks is easy."

In addition to the PMS and RCM services, IPS rounded out their personal PrognoCIS platform with extra features and customizations such as patient and referring provider portals, patient self-check-in, text message auto-reminders, telemedicine capabilities, lab interfacing, direct faxing from inside patient charts, and a Population Health Dashboard for optimized Medicare reimbursement reporting.

Expanding Into the Future With a Flexible Platform

Today, PrognoCIS continues to help IPS exceed expectations and meet their goals.

IPS has their sights set on opening additional locations in underserved areas throughout North Carolina, particularly along the coast and south-central areas of the state. With PrognoCIS, IPS can confidently move forward with their expansion plans, knowing their inter-office communications are streamlined and adding new locations to the platform is an effortless task.

Moreover, IPS can continue to adjust or add reports and templates to the current PrognoCIS system to match their forward-thinking mentality and meet their goal of staying ahead of pain management education and trends.

"In the ever-changing world of medicine, a collaborative working relationship is tantamount – and Bizmatics has gone over and above for us," Patterson says. "I can pick up the phone anytime, discuss a problem, and come up with a solution with their team. There's always something new we need to implement, and the PrognoCIS platform meets that challenge. It's customizable to my needs. For a pain management practice, it's the way to go."

At present, IPS sees approximately 250-275 patients per day across all locations. Staff continue to enjoy a smooth and efficient workflow that optimizes clinic functionality and practice management, allowing them to keep up with the medical landscape and provide top-notch care to a growing number of patients. They also experience minimal stress and frustration and significantly improved work-life balance as a result.

For IPS, PrognoCIS is a state-of-the-art approach that proves integral to their success.

“I love that PrognoCIS is an all-in-one solution,” Ross says. “I can go back and forth between dashboards, easily look at data, and run the reports I need. Everything I’m looking for is at my fingertips. We’ve had a great experience with PrognoCIS – it’s saved us a lot of time and money.”

About PrognoCIS

PrognoCIS is a cloud-based HIPAA compliant medical office software which empowers healthcare providers to conduct value-based care and achieve greater patient outcomes.

Accessible across all devices, PrognoCIS adapts to the specific needs of medical practices. Our software delivers easy navigation, dynamic charting, automated workflows, and healthcare portals, serving the needs of providers, medical office staff and patients alike.

Benefits for Your Practice

Comprehensive Pain Assessment
Facilitates thorough pain assessments, including nature, location, intensity, duration, and associated symptoms, aiding effective diagnosis and treatment.

Treatment Planning
Enables the creation of personalized pain management plans, ensuring that patients receive tailored treatment strategies.

Medication Management
Assists providers in prescribing, monitoring, and adjusting medications as needed while reducing the risk of adverse drug events and ensuring patient safety.

Integration with Diagnostic Tools
Integrates with diagnostic tools and imaging systems, simplifying access to test results and images for improved diagnosis and treatment.

Key takeaways

With the PrognoCIS EHR platform, IPS centralized data across all locations, eliminating paper systems and allowing for easy access to clinical and administrative information by providers and staff alike. Fully customized digital forms and reports, along with an integrated billing service, help IPS deliver superior patient care and remain a leader in pain management innovation.

Tools that helped Integrated Pain Solutions Achieve Success

- **Patient Portal and Referring Provider Portals**
  Enables transparency with patients and referring providers. Increases communication and secure document sharing
- **Patient Self Check-in:**
  ProCheckIn enables quick patient check-in, eliminates paperwork, and reduces administrative tasks
- **Text Message Reminders:**
  Automated reminders to reduce no-show rates and improve patient satisfaction
- **Telehealth:**
  Allows patients to receive care regardless of transportation or mobility issues.
- **PMS- Prescription Monitoring Program:**
  Aides providers in monitoring controlled substances to ensure patients' best and safest care
- **Lab Interfaces:**
  Send orders and receive responses electronically to provide faster care
- **Scalability:**
  The ability to grow your practice