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CASE STUDY

NWI Foot and Ankle Clinic: Overcoming Challenges and streamlining patient care

Introduction

Dr. Minhas, a surgical podiatrist, embarked on his entrepreneurial journey by establishing the NWI Foot and Ankle Clinic in Munster, Indiana in 2017. With a passion for providing comprehensive foot and ankle care, he aimed to create a practice that prioritized patient well-being and offered personalized treatments. Dr. Minhas encountered several challenges along the way as his practice expanded to another location in Michigan City, Indiana. However, with the help of PrognoCIS, a comprehensive medical software solution, he overcame these hurdles and achieved significant success.

From the outset he envisioned a practice that allowing him to deliver patient-centered care and treat various conditions, including diabetic foot care, wound care, surgical procedures, and sports injuries. By establishing his own clinic, he could prioritize patients' needs over corporate demands, including adhering to established policies, protocols, and guidelines, which may sometimes conflict with a doctor's clinical judgment or preferred approach to patient care. Driven by his desire to help patients in need, Dr. Minhas embarked on his entrepreneurial journey.

But, like many new practices, it faced a few challenges that threatened to stall its ability to scale to patient needs and demands. From appointments to time consuming documentation and billing processes, each touchpoint presented obstacles that hindered efficiency. In-house billing resulted in delays in claims submission, adversely affecting the revenue cycle

Determined to find a comprehensive solution, Dr. Minhas embarked on an exploration of various options, leading him to discover PrognoCIS.

Practice Overview

Practice Name: NWI Foot and Ankle Clinic

Practice Type: Podiatric Medicine

Location: Munster, IN

Provider: Dr. Hardeep Minhas

Years in Business: 6

Services Offered: Elective and Cosmetic Surgery, Diabetic Foot Care and Wound Care, and Sports Medicine

Practice Goals:

- Deliver patient-centered care and treat various conditions, including diabetic foot care, wound care, surgical procedures, and sports injuries.
- Prioritize patients' needs over corporate demands, including adhering to established policies, protocols, and guidelines.

"I've worked in various healthcare settings, and PrognoCIS is the gold standard in EHR/EMR solutions," Dr. Minhas said. "When I decided to open my practice, I only had one choice: PrognoCIS."

He decided to take advantage of more product features that could help maintain business momentum. Recognizing its potential to transform his practice, he made the decision to adopt PrognoCIS, confident that its advanced features and functionalities would address his specific needs, streamline workflows, and ultimately optimize the overall efficiency of his practice.

By 2020 he opened a second location to increase revenues and patient volume, indicators of a thriving business.

Revolutionizing Efficiency: Transforming Patient Interactions and Workflow

To achieve his vision, Dr. Minhas employed additional strategies that contributed to the success of his practice. First and foremost, he focused on providing exceptional patient care. By prioritizing the patient experience and achieving positive outcomes, he built a strong word-of-mouth referral base, an invaluable asset for any medical practice. He implemented PrognoCIS to ensure an improved patient experience supported by a seamless check-in process, automated reminders, also streamlined billing, and more. Patients felt more engaged and satisfied with the clinic's services.

Additionally, he actively marketed his services, networked with primary care doctors, urgent care centers, and hospitals, and took ER calls, which generated additional referrals. Dr. Minhas' comprehensive approach to patient care and strategic networking enabled him to grow his practice steadily.

One PrognoCIS feature that stood out to him was the ProCheckIn functionality. By utilizing iPads handed out to new patients, the ProCheckIn feature allowed patients to complete their initial documentation seamlessly. This innovation eliminated the need for time-consuming paperwork, transcription, and translation, reducing staff workload and improving data accuracy. Dr. Minhas also experienced a significant reduction in administrative tasks, enabling his staff to focus more on patient care.

> *"The overall software experience with PrognoCIS has been excellent. The ability to transition seamlessly between EMR and billing with a single 'click of a button' is a standout feature. In the past, when we did not use the billing side of the software, we had to rely on a separate billing portal, leading to wasted time and inefficiency. Integrating EMR and billing in one place has been a game-changer and significant improvement."*
>
> ***– Dr. Minhas***

Empowering Communication: Engaging Patients and Improving Access to Medical Records

Moreover, the patient engagement tools, such as the patient portal and text reminders, revolutionized communication andimproved patient engagement. Automated text reminders and email notifications ensured that patients received timely appointment reminders, leading to fewer no-shows. The patient portal empowered patients to access their medical records conveniently, further enhancing the overall patient experience.

Additionally, integrating the electronic medical record (EMR) and billing proved to be a game-changer for Dr. Minhas and his staff. They could seamlessly transition between documenting patient information and handling billing processes with just one click.

In pursuit of further optimization, he enlisted the help of revenucycle management (RCM) services.

The RCM services significantly improved claim processing turnaround time, reducing it by nearly half. Claims were processed faster, and denials decreased by 30-40%.

The timely filing of claims and decreased denial rate translated into improved cash flow for Dr. Minhas' practice.

He achieved remarkable success with the continued growth of his practice and the integration of PrognoCIS into his workflow. Today, the NWI Foot and Ankle Clinic is widely recognized for its exceptional patient care, streamlined operations, and efficient use of technology. Dr. Minhas' entrepreneurial journey inspires medical professionals seeking to build patient-centered practices while navigating the challenges of running a business.

"We have observed tangible benefits regarding the impact of utilizing revenue cycle management (RCM) services. Using this has helped streamline our process and increase overall revenue," Dr. Minhas explained. "We're very pleased with it."

Transforming Operations: The Impact of Adopting Innovative Solutions

Through his perseverance, dedication to patient care, and the adoption of innovative solutions like PrognoCIS, Dr. Minhas has created a thriving practice that continues to impact the lives of his patients positively. As he looks toward the future, he remains committed to expanding his clinic's reach and delivering exceptional foot and ankle care to even more needy individuals.

About PrognoCIS

PrognoCIS, 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.

Features & functionalities that helped transform the clinic's operations:

Streamlined Check-In and Documentation: ProCheckIn enabled quick patient Check Ins through iPads. This eliminated paperwork and reduced administrative tasks.

Enhanced Communication: Patient engagement tools like Patient portal, text reminders, and email notifications improved communication. Automated reminders reduced no-show rates, while patient portal facilitated easy access to providers, payments, and medical records.

Integrated EMR and Billing: With just one click, Dr. Minhas and his staff transitioned between documenting patient information and handling billing processes. This eliminated the need for separate software and reduced manual data entry time.

Efficient Revenue Cycle Management: The comprehensive RCM services significantly reduced claim processing turnaround time by nearly half. Faster claim payments and decreased denials improved cash flow and revenue collection.

Additional Podiatry Capabilities: PrognoCIS offers specialized features for podiatry services such as Referral Management, Request for Authorizations (RFA), and Case Management. We have a complete library of podiatry related templates and codes. We have global billing features to ensure codes are billed at the appropriate times.

Benefits for NWI Foot and Ankle Clinic

Improved Financial Health

The streamlined billing process and decreased denial rates resulted in faster claim payments and increased revenue. Labor costs were reduced, and steady cash flow enhanced the clinic's financial stability.

Enhanced Operational Efficiency

The integrated EMR and billing functionalities eliminated manual paperwork and reduced administrative tasks. Staff could focus more on patient care, improving overall workflow and clinic efficiency.

Improved Patient Experience

The seamless check-in process, convenient access to medical records, and automated reminders enhanced the overall patient experience. Patients felt more engaged and satisfied with the clinic's services.

Streamlined Podiatry Medicine

With integrated billing solution, featuring podiatry codes and a intuitive global billing feature.

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