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## Case Study | Viewmont Urology

### Urology Group Prospers With Integrated Billing & Clinical Systems

#### Meet Viewmont Urology

Viewmont Urology has been a cornerstone of the medical community in Hickory, North Carolina for nearly forty years. Founded in 1970, they have seen the healthcare industry grow and develop with new advances in science and technology, but it was not until a few years ago that they saw their own practice achieve similar success. After many years of searching for the right formula, the practice's leadership has finally seen a clear increase in efficiency and revenue. They achieved this success with the help of TSI Healthcare's award-winning EHR and EPM services and solutions.

When co-managers Christopher Wayne and Misty Wilson started in 2001 and 2002, respectively, it was clear that Viewmont needed to adapt to the evolving healthcare IT industry. As they explained, "The practice was using an archaic computer system. The software was inefficient and simply hard to utilize." Physicians were continuously flustered by inept scheduling and billing abilities, and with an average of 170 patients per day, they were further frustrated by the lack of organization caused by paper charts. If the practice was to continue its growth, they needed to make several strategic adjustments.

#### Upgrading: Top Criteria

The management team knew the change need to originate from their health information technology. They eagerly began a two year search for the solution that best fit the needs of the practice, their specialty, and most importantly, their workflow. Based on their initial experience, they established **three key criteria** for the system that would eventually revolutionize their practice:

- **Fully Integrated System**  
Viewmont was determined to select a system that had complete integration between billing/appointments and clinical records. Finding a solution that fit their workflow and appropriately communicated in both directions, administratively and clinically, was key. Sharing pertinent information, such as demographics, schedules and claims codes would improve the efficiency and accuracy of visits, which was essential.
- **Affordable Price**  
The practice sought to immediately realize the benefits of the EHR and EPM systems. They hoped to find an affordable monthly service that would not require an unrealistic upfront cost including large investments to update hardware and data in the future.
- **Ease of Use**  
With 7 practitioners, over 30 staff members, and an average of 170 patients per day, Viewmont could not afford to spend three weeks in training as they had with their previous system. They needed a solution that was intuitive and easy to use.

### PRACTICE PROFILE

#### PRACTICE NAME

Viewmont Urology

#### LOCATION

Hickory, North Carolina

#### SPECIALTY

Pediatric and Adult Urology

#### ORGANIZATION

7 practitioners

200 patient visits per day

#### BUSINESS PROBLEM

Required an easy-to-use fully integrated, customized practice management and electronic health record system at an affordable price.

#### SOLUTION

**TSI Healthcare** value-added NextGen® EHR and NextGen® EPM

#### ABOUT TSI HEALTHCARE

Since 1997, TSI Healthcare has helped empower nearly 1,000 physicians to improve care, increase efficiency and maximize profitability through Electronic Health Records, Practice Management Systems and other systems and services. For more information about TSI Healthcare, please visit our website online at [www.tsihealthcare.com](http://www.tsihealthcare.com) or call **800.354.4205**.



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## TSI Healthcare & NextGen® EPM/EHR

After a long and thorough search process, the Viewmont team found the answers to those criteria from TSI Healthcare. The TSI solution provided the perfect combination of a premiere EHR/EPM system with award-winning and nationally ranked services.

**Complete Integration:** TSI's software products, NextGen® EHR and EPM, are fully integrated systems that work on industry-leading, single database technology. Rather than working from separate administrative and clinical data sets, these products work from the same source, ensuring the data gathered by the front office staff is streamlined for the clinicians. Unlike other systems which use interfaces to connect separate databases, the staff at Viewmont Urology does not have to worry about glitches in communication or broken interface codes, ensuring the validity and timeliness of their information.

**Innovative Pricing:** Mr. Wayne and Ms. Wilson found the answer to their cost concerns in TSI's affordable monthly service plan which greatly reduced or eliminated the up-front expenses. The need to purchase an in-house server, hardware and hire more IT staff was also resolved by selecting the ASP model. This pioneering approach places the expense and work of server maintenance, software updates and hardware support on the experts at TSI Healthcare, not on the Viewmont staff.

**User-friendly software:** The perfect blend of simple technology and superior training ensured a quick and painless transition. Viewmont Urology did not need to close its doors for three weeks of training on appointment scheduling and billing. In fact, a quick, three day training session provided sufficient education to prepare their staff. Furthermore, the NextGen® EHR and EPM technology was designed with elements similar to everyday Windows® products, creating instant comfort among new users. Additionally, TSI Healthcare offers multiple ongoing training options including on-site training which allows staff to practice in a familiar setting, or classroom training, which provides a distraction-free learning environment in TSI's state-of-the-art facilities.

**"TSI Healthcare's support and training are second-to-none and after receiving their services I realized just how valuable those attributes are to Viewmont Urology."**

**CHRIS WAYNE,  
PRACTICE MANAGER  
VIEWMONT UROLOGY**

## Administrative Success

A return on investment was quickly achieved by the group and areas that needed improvement saw steady growth and progress. With their original practice management system, Viewmont typically saw claims averaging 46 days in accounts receivable (A/R), money that their practice was simply not collecting in reasonable time periods. Furthermore, the staff was coding at effective levels, yet when performing monthly internal audits, results showed average revenues per encounter of \$213 prior to implementation of their system.

After a successful go-live and achieving effective daily use of the system, Mr. Wayne and Ms. Wilson were able to reveal an exciting improvement in their practice's financial health. Reports showed a **26% improvement in A/R**, bringing the average to 34 days, which they attribute to a more organized billing process thanks to the EPM system. From a revenue perspective, improved coding and integrated systems brought revenues to \$268 per visit, a **25.8% improvement**.

Not only did they experience increases in the amount of incoming revenue, but they also increased savings from cuts in unnecessary expenses. After implementation, Viewmont management estimated a \$66,000 net yearly savings from removing costs associated with the need for transcription services. Most importantly, they can now devote their time to what is most important, patient care. In fact, they even increased the number of patients per day from 170 to approximately 200, resulting in an **extra \$86,950 per week in gross revenues**.

For Christopher Wayne and Misty Wilson of Viewmont Urology, the solution was clear. With the help of TSI Healthcare's support and services, Viewmont Urology is able to deliver better results for their practice and their patients.