

## PEAK OTOLARYNGOLOGY PURCHASES A NEW EMR

### Practice Profile

Peak Otolaryngology  
 ChartLogic EMR user since March 2007  
 ChartLogic PM user since Nov 2007  
 3 Physicians  
 1 Location  
 28 Workstations  
 9 Exam rooms

### MAKING A CHANGE

Peak Otolaryngology in Provo, Utah purchased their first Electronic Medical Record System in 2005. After spending two frustrating years mastering the learning curve of that expensive EMR system, the practice decided to salvage the situation by purchasing a new product. After implementing ChartLogic® EMR in 2007, Peak's three physicians were able to use the system immediately, achieving proficiency within days of installation.



### WHAT A RELIEF

After laboring for a long time with an EMR product that did not meet Peak's needs, the ChartLogic solution was a significant relief to the practice. The EMR simplifies the workflow process giving physicians the ability to document an entire patient encounter, prescribe medication and send directly to the preferred pharmacy, send a claim to billing, and send orders and messages to the clinical staff. According to Peak's medical staff, the comparison with the previous EMR system and the ChartLogic EMR system is that ChartLogic is more stable, user-friendly, automates more daily tasks and improves interoffice communication. ChartLogic PM simplified day-to-operations with patient scheduling, registration, coding and medical patient billing.

### THE VOICE

The office staff had to scan dictation received from the transcription company with the previous EMR system, but with ChartLogic, the physicians dictate directly into the EMR system with voice. Using ChartLogic EMR Precision Voice™ technology with medical specialties vocabularies, Peak physicians now use their voice to document an entire exam in 90 seconds or less with utmost accuracy. The Quick-Text feature within the voice recognition is well-liked by the physicians at Peak Otolaryngology. Navigating ChartLogic EMR through voice commands to dictate and store all key elements of each patient encounter saves the doctors considerable amount of time and effectively eliminates paperwork.

### GREAT SUCCESS

Peak prides itself on providing the highest quality of healthcare. The ChartLogic solution erased the cost of managing paper, simplified required procedures, eliminated annual transcription costs and permitted better management of charting without changing the workflow. Due to better Payer Connectivity, A/R has reduced dramatically. The practice also added another physician without increasing the cost of supplies, staff or transcription. Peak loves the high quality training and support ChartLogic provides; this element made the transition from the previous EMR uncomplicated. Peak Otolaryngology's ROI was immediately evident as transcription costs were all but eliminated following ChartLogic installation. Prior to ChartLogic EMR, transcription costs averaged about \$2,200 per month. "Savings in transcription services alone more than pays the cost for ChartLogic EMR" said practice administrator Tim Prusse. For Peak Otolaryngology, the ChartLogic solution helps provide the highest quality of patient healthcare.

### The Net Result

Decreased transcription costs to \$200 monthly  
 Decreased document scanning  
 Decreased overhead  
 Reduced A/R  
 Increased staff productivity  
 Added additional provider

*"Without a doubt, ChartLogic EMR met and exceeded our expectations."*

*Tim Prusse, Practice Administrator*