

Camera-Enabled Smart Pen Saves Time

THE CHALLENGE

A need to effectively manage time

In Desert Ridge's simplified scheduling system, all appointments are scheduled for 20 minutes, regardless of the actual visit time. During a period of strong growth, however, the physicians expressed frustration with the insufficient time allotted for new patient appointments. Their proposed solution: to lengthen new patient appointments to 40 minutes. This change would've resulted in a loss of approximately 300 appointments per month, or \$400,000 per year.

"In reality, some visits take longer than 20 minutes, such as Medicare Wellness exams and new patients, while others typically take less than 20 minutes, such as URIs and UTIs," said Dan Nelson, Practice Administrator at Desert Ridge Family Physicians.

At the time, Desert Ridge was a nine-physician family practice, and a loss of \$400,000 annually was unacceptable, so they turned to NextGen Healthcare for a solution.

THE SOLUTION

More time to provide care as a result of less time collecting data

Instead of increasing the length of a visit, Desert Ridge focused on why new patient visits took so long. Providers immediately pointed to increased documentation that occurs with new patients. Besides typical SOAP requirements, new patients required extensive medical, social, and family histories, as well as listing current medications.



CLIENT PROFILE

Desert Ridge Family Physicians

- **Type of practice**—A family physician practice treating patients of all ages, and families as a whole, with a commitment to preventative medical care
- **Their philosophy**—To build long lasting relationships with patients by providing exceptional medical care
- **Location**—Phoenix, Arizona

NEXTGEN HEALTHCARE SOLUTIONS

- NextPen®

HIGHLIGHTS



Improved efficiency of new patient appointments



Improved documentation of patient histories

“We didn’t want to compromise our documentation requirements while ensuring our physicians still maintained the responsibility of collecting histories,” said Nelson. “Furthermore, we did not want to utilize traditional paper forms, shifting the recording effort to a third party. The NextPen® digital solution was ideal.”

THE BENEFITS

NextPen cuts time without compromising care

“NextPen lets patients quickly and easily note their past medical, social, and family histories at check-in, so it can easily interface that data directly to the appropriate NextGen Healthcare templates, exactly how our providers document,” said Nelson. “The providers could utilize NextPen forms to assist them with their patient interview, then amend practice templates when necessary.”

“Our providers feel NextPen typically saves them 10 minutes with new patients, without compromising their care.”

“What the NextPen really excels at is entering answers into our EHR,” Nelson said. “Physicians are good at listening to those answers and then making decisions based on them. So if we can get physicians away from asking basic questions and into the diagnosis and treatment based on those answers, that’s good for everybody.”

“This was one of the easiest projects to implement because everybody saw immediate improvement.”

Dan Nelson, Practice Administrator
Desert Ridge Family Physicians



HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**.