

How to Get the Most from Your EMR System

An EMR is meant to make medical records easier – and less expensive – to manage. Certainly from an administrative perspective, they do. It makes coding and billing easier, reduces the shelf space needed for records, and makes accessing those records faster and easier for staff and physicians.



However, the big stumbling block is physician buy-in – a key factor in successfully implementing any EMR system. A simple Google search will bring up several examples of physicians who feel they do not have the time to learn new technology. In one case, it took 10 minutes for a primary physician to order a routine mammogram.ⁱ Whether that was due to the system or the physician's proficiency is unclear. But what is clear is that (a) this is not an isolated incident and (b) regardless of the reason, it is not going to help boost physician buy-in.

Documentation is perhaps an even larger issue. Hospitals, health networks, and other institutions thought that by adopting an EMR system, they could eliminate transcription services and their costs. Now physicians are entering the data themselves, effectively making them \$150,000-per-year typists.

In fact, according to The Health Story Project, doctors on an EMR system spend about 140 minutes of data entry time *per day* as opposed to 30 minutes (plus search time for data) using dictation/transcription. "Physicians are not willing to spend an additional 90 minutes per day for data entry," the report says.ⁱⁱ

What hospitals are finding is that they save money in one pocket, but pay much, much more out of the other. In the case of physicians, the additional costs are a double-whammy. Not only does that make the physician in your office possibly the highest-paid data manager, that's 90 minutes of lost billable time per day – time better spent caring for patients. At least one physician pegged that number to be on average about \$7,500 in lost income alone *per physician* every year.ⁱⁱⁱ

(Check your own numbers: a casual audit over the period of a week should give you a good idea of how much time the physicians in your office spend inputting their own EMR data.)

EMR or Transcription? (The Answer May Surprise You)

The common misconception for many health organizations is that they have to choose between implementing an EMR system or a traditional transcription model of data entry.

Actually, there is a way to get both the administrative cost advantages of an EMR system without the added time cost to physician. **An EMR system populated with data from transcription notes is actually the most efficient – and cost-effective – method of data entry.**

"Our transcription services don't work against EMR systems, they enhance them," said Donna M. Littrell, President of Elite Office Solutions and Executive Director of the American Transcription Association (ATA). "Physicians are simply more comfortable dictating their notes, so why not provide a system that caters to that? It would mean less stress on the physician and higher administrative efficiency."

Elite Office Solutions offers a platform that provides an advanced Discrete, Reportable Transcription (DRT) system that **reduces your transcription costs without transferring any of the administrative burdens onto the physicians.** Physicians dictate their notes as normal with the option to use tags that will allow them to automatically populate the EMR upon transcription approval. This means less handling of patient information for both physicians and other staff in your office. In fact working with Elite offers you many advantages:

Fuller, richer notes – Physicians who dictate tend to elaborate



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more or otherwise provide more detailed patient information, which ultimately leads to better patient care.

Improved data accuracy – Our experienced transcriptionists flag errors and inaccuracies for review.

Consistent transcription team – Physicians work with the same transcription team so that they are familiar with the dictator's voice, style, and preferences.

Lower transcription costs – Elite offers a number of other ways for you to save on transcription costs including the use of qualified text. (See "How Elite Saves You Money" below.)

Free installation and training of your new transcription system – Elite's transcription platform seamlessly integrates with most EMR systems. We'll install all the necessary software and train your office staff on its use, free of charge. You do not have to pay for any software or upgrades, maintenance costs, interface costs, support costs, or setup costs of any kind.

100% U.S.-based transcriptionists – All work is completed in the United States where our privacy laws apply – not offshored.

What's the True Test of Technology?

"American doctors have not been enemies of the digital revolution," wrote Dr. Scott Haig, an orthopedic surgeon and a columnist for Time magazine.^{iv} However, as he correctly points out, these incredible advances in Information Technology often fail to take into account their actual end users, i.e. the doctors themselves. You might have the best "technology" available, but if it is difficult to use – or worse, ignored – it's useless.

When it comes to documentation, Elite Office Solutions offers a way to marry those two ideals: efficient EMR storage with a data entry system physicians are already used to.

Usability. That's the true test of technology. With Elite Office Solutions, you have it.

Contact Elite Office Solutions for more information.

ⁱ <http://www.ama-assn.org/amednews/2011/04/25/gvse0429.htm>

ⁱⁱ http://www.healthstory.com/pdf/HealthStory_MTIA09.ppt

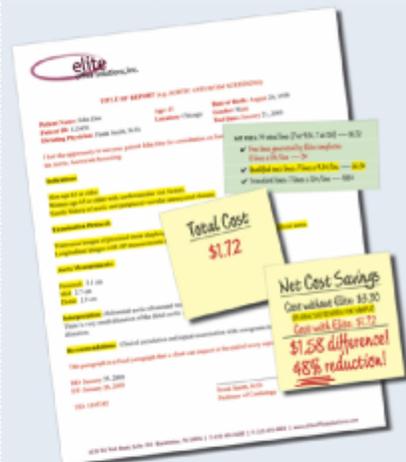
ⁱⁱⁱ <http://www.hcplive.com/publications/oncng->

[Oncology/2008/Aug2008/Oncology_Outlook_Costs_and_Benefits](http://www.hcplive.com/publications/oncng-Oncology/2008/Aug2008/Oncology_Outlook_Costs_and_Benefits)

^{iv} <http://www.time.com/time/health/article/0,8599,1883002-1,00.html>

How Elite Saves You Money

Above you've read how facilities can actually lose money by getting their physicians to input their own notes into EMRs. But there is a way to use the best of both worlds, keeping the administrative efficiencies of an EMR system with a process that physicians are comfortable with—and can use quickly.



The answer is a transcription/EMR hybrid model using both Discrete, Reportable Transcription (DRT) and Qualified Text (templates and normals), physicians can insert commonly used blocks of text using a series of keywords rather than dictate the passages again and again. Print templates are also available for documents that are sent outside of the office, like referrals.

However, the real key to Elite's efficiency is the fact that physicians can also use an easy system of tags for certain sections of their reports and encounters. When the completed transcription comes back tagged like this, it automatically populates the EMR after approval, saving the physician and/or office staff a tremendous amount of time.

The bottom line: Elite Office Solutions is the bridge between physician usability and EMR efficiencies. Administration is happy because they get all the advantages of electronic records, and the physicians are happy because they get to use a system they are already familiar with.

This system reduces transcription costs and eliminates the "hidden" costs of having physicians enter their own notes. Best of all, **there are not any set-up, hardware, software, or maintenance fees** – Elite sets you up and gets you going at absolutely no cost to you. Contact us today to learn more.



Your Transcription Solution

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