

Chiropractor Solves Documentation Problem with DC2

Dr. James Kickland, DC, CCSP, DIBCN, FASA

3 staff members

Problem

For 15 years, Dr. Kickland has ran a successful and highly touted clinic. He holds certifications in chiropractic neurology, acupuncture and chiropractic sports physician. He is also a certified claims reviewer. Although he was using an electronic health record, his system was inefficient. The notes were lengthy, but did not contain the proper details. When reviewers asked for patient records, retrieving them was difficult and time consuming.

Current Situation

Dr. Kickland was frustrated with his current electronic health record and its inability to document specific criteria and certain details. Plus, the pathways and flow of his system was at times cumbersome. It was his first software and was quickly proving to be not audit-proof and a complete waste of money. As a result, his staff reverted back to doing everything by hand, which created its own problems—file folders were stacked up on top of one another, records were hard to find, and time was wasted in searching and refilling.

Desired Situation

Dr. Kickland needed thorough documentation that is audit-proof and Medicare-complaint. He needed a system that would fulfill these functions while increasing workflow efficiencies so he could expand his practice capacity. In addition, these efficiencies would please his staff because the system is streamlined and easier to use.

Solution

Dr. Kickland found his solution with Future Health Inc.'s Dashboard Documentation Control Center. It was installed in 2005 and other components of the Virtual Office Suite were installed in 2006. Dashboard Documentation provided a seamless management solution by creating fast, thorough and audit-safe notes, which included all of Medicare's requirements and more. His notes were completed fast and proficiently. The dashboard functionality increased his efficiencies by converting his office into a paperless charting system that his staff fell in love with! Notes were easy to find and they were secure in a HIPAA compliant Virtual Document Storage system. Patient records included all Medicare guidelines including short and long-term treatment and care goals, coding alerts, functional assessments, patient education, range of motion and progress demonstrated with specific quantifiable measurements.

Within Dashboard Documentation, Dr. Kickland could easily send diagnosis and treatment location information to the billing at

the front desk without having to make copies and carrying charts. The staff had no double entry. Everything was checked by Virtual Office Suite to assure compliance and fast documentation. From billing to scheduling to complete patient records, everything was easy to use and seamlessly integrated with Dr. Kickland's system.

"I have owned two different top-of-the-line documentation and billing software packages. I had become so frustrated over the years with the cumbersome pathways of the software. The Future Health Virtual Office Suite is genius in action! It is a system that is customized to my workflow. I did not have to conform to it. It is loaded with so many features and shortcuts- my staff loves it! And so do I! Using the software, I was able to reduce my staff by one person since they did not have to pull files, enter in charges manually etc. That financial savings alone was worth the cost of the program, not to mention my peace of mind."