

## **Attorney/Chiropractor Takes On Denied Claims**

Dr. Eric Stulc, Attorney at Law and practicing DC  
3 staff members

### *Problem*

One insurance company in Dr. Stulc's area requires patient records and a treatment plan with the patient's first visit. Regardless of the level of seriousness of the patient's complaint, he would only be pre-approved for six visits or less.

### *Current Situation*

Over the last eleven years Dr. Stulc had used a variety of note taking systems, from simple paper notes and dictation to more complex computer software systems. No matter what system he used, he was always still denied full approval for his treatment plan when sending in his treatment notes. "Everyone has dealt with an insurance company like this before. It's just the way it was. Follow up records every 2 to 6 visits for pre-approval gets really complicated and frustrating."

### *Desired Situation*

Dr. Stulc wanted to create thorough patient records that include all the necessary supporting detail so they would be undeniable by reviewers. However, he needed a system that would do it quickly and efficiently. In a busy clinic, Dr. Stulc also wanted easy access to patient records from electronic storage. He also needed to maximize opportunities for patient education.

### *Solution*

Dr. Stulc purchased the Virtual Office Suite from Future Health in 2005. With the Dashboard Documentation Control Center™ (DC2), he was able to provide irrefutable documentation because it allowed him to create the most thorough notes in the industry. Notes created on the Dashboard include level of improvement, patient education information received, short and long-term treatment goals, treatment plans, full body diagrams, chief complaint, present condition, objective findings, clinical assessment, outcomes assessment and prognosis. His notes have improved tremendously and Dr. Stulc proudly told Future Health, "Since incorporating this system, I now receive pre-approval for my full treatment plan."

The DC2 solution also includes a patented Range Star™ system that will quickly and accurately record any range of motion test for the spine or extremities. In addition, a dimensional body diagram is included within the note so Dr. Stulc can clearly document treatment and condition. This diagram is inserted into the note, so it "tells the story" to the claims reviewers and is a quick way for the provider to see where the chief complaints are located by glancing at the body diagrams on each visit. What's more, the program will import data from electronic testing devices including X-rays, which will show "before" and "after"

treatment X-rays on the note, further proving medical necessity and demonstrating progress.

For existing patients, Dr. Stulc is able to create higher quality, more thorough Hyper-Speed daily notes in much less time. He is able to do so through the point and click customizable template pathway for specific conditions or subsets of differential diagnosis. The Dashboard system also keeps track of his unfinished notes that so he can complete them later. This is a feature Dr. Stulc really appreciates because he can either finish them in the office or from the comfort of his home that evening.

Dr. Stulc says, "It's a very quick and convenient system. Each insurance company has their own particulars they want in a record. From functional goals to different outcomes assessments, this system gives you a complete record that will fit all insurance companies' needs. The Dashboard Documentation makes sure of that."

With Future Health software, Dr. Stulc's records are also more accessible and more secure. They are no longer stored on his hard drive, thus hampering his efficiency and computer's functionality. Instead, they are stored on a business-class server where he can access them in seconds. His efficiency has increased ten-fold by eliminating the need for time-consuming records searching and printing. And his computer is no longer sluggish from having too many records on his hard drive. His patient records are also fully encrypted and HIPAA compliant-eliminating the fear of a \$10,000 fine.

Dr. Stulc has also increased the efficiency of his office by fully automating his patient education with the Future Health Virtual Educator (VE). When patient demographical information is entered into the system, the artificial intelligence automatically plays a condition-specific video in the patient's therapy bay. If the patient moves to another room, the video will stop playing and automatically pick up again where it left off in the patient's new room.

When asked about his experience with the VE and this element of integration, Dr. Stulc said, "We frequently recommend active care for our patients and they love the exercise videos and the health condition-based videos. They are in high definition and very professional. The videos save me time and do a great job of educating the patient on their condition and the need for active treatment".

"I can create a truly customized note, two pages long, with meaningful data, in less than one minute. The patient education system is auto-generated and customized to the patient's diagnosis. You have to see this system in operation. My patients

are impressed and thankful. This system is the future of documentation and patient education!"