SURGIMATE

SAW IMMEDIATE ROI AFTER IMPLEMENTATION

ORA ORTHOPEDICS

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HIGHLIGHTS

Customer since 2018

- ✓ Added 3 new surgeons without any new support staff

- ✓ Eliminated cancellations due to missing authorization

- ✓ Implemented a unified, trackable surgical scheduling workflow across the practice

- ✓ Saw a 150-200% increase in pre-surgical payments through a revamped workflow

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> As a sports med surgeon, I have a large variety of cases and utilize multiple facilities that have slightly different scheduling processes. Surgimate has facilitated efficient and consistent scheduling of my cases. I no longer have to worry if the right equipment/set up will be available.

Dr. Andrew Bries, MD
President

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> The cost of Surgimate Practice™ is well worth the benefits for any practice. We recouped our costs immediately by improving our workflow for pre-surgical payments for surgeries. Surgimate Practice™ makes financial sense and the ease of notification between every department is an added benefit.

Joe Holmbo
Director of Operations

THE CHALLENGE

In 1997, ORA Orthopedics was formed when two orthopedic practices merged and has grown to include 27 surgeons. Despite other changes and growth in the following 25+ years, many surgical scheduling processes and technologies remained unchanged. Every scheduler had developed their own scheduling workflow and staff across the organization were still relying on paper-based processes. This led to clearances piled high on nurses' desks, missed authorizations, canceled surgeries, and patient out-of-pocket costs not being recouped in a timely manner. There was also high employee turnover, and as new staff was hired, the recruits spent more time trying to figure out what needed to be done rather than coordinating the cases. Recognizing the issue, management at ORA sought out a solution to standardize and automate their surgical scheduling processes to increase efficiency and improve team communication and deliver a better patient experience.

Seamless interoperability with ORA's PM & EHR has been crucial to increasing overall efficiency

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ABOUT ORA ORTHOPEDICS

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Orthopedics	Bettendorf, IA	27 Surgeons	7 Office locations	SRS Health	GE Centricity
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THE SOLUTION

In 2018, ORA automated their entire surgical scheduling workflow with Surgimate Practice™. All schedulers now use a best-of-breed workflow, tracking is automated, all paperwork is generated seamlessly, and all information relevant to surgery is aggregated in one, centralized platform.

Surgical data supports better decision making

One of the most valuable benefits for ORA was access to previously unobtainable surgical data. Using Surgimate Practice, ORA executives are now able to ascertain information about pre-operative assessments and analyze cases to ensure they are performed at the most appropriate and cost effective facility. They can also track whether cancellations are the result of scheduling candidates at inappropriate facilities for their particular procedure and medical status. Based on this information, the team has implemented protocols and safeguards in order to ensure that each candidate's surgery is scheduled at the appropriate facility.

Boosted efficiency through interoperability

Interoperability has been a driving force behind ORA's increased efficiency. By leveraging the integrations Surgimate Practice™ has to offer, ORA has been able to reduce redundancies in their surgical scheduling workflow. Numerous data points are imported from SRS Health into the Surgimate Practice™ platform including demographics, insurance, appointments, and medical history information. The forms that are generated in Surgimate Practice™ are then synced back into SRS Health. Additionally, by creating important triggers in Surgimate Practice™, ORA has almost completely automated the rescheduling process and reduced a tedious and time consuming process to a few clicks.

Increased prior payments

Surgimate Practice™ has enabled seamless communication between teams at ORA so that everyone is in the loop regarding each surgery. Alerts in Surgimate Practice™ inform staff that a task requires their attention. As a result, pre-authorizations are started immediately after the surgery is scheduled and the billing staff can inform patients about out-of-pocket costs. ORA realized a 150-200% increase in pre-surgical payments. thanks to the enhanced communication with Surgimate.

Tasking & reporting tools reduced missed authorizations to zero

Administrators use Surgimate Practice™'s electronic checklist to view all upcoming surgeries and ensure patients have all the necessary clearances and authorizations in place. Management also utilizes the performance reports to assess case load and shifts tasks as needed. Using these reporting functions and notifications, ORA ensures everything is handled in a timely manner, and no authorizations are missed.

SURGIMATE on schedule.

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