Interoperability Service: PMS and EHR

A ViSolve, Inc. Case Study

A leading medical billing company in the U.S. selects ViSolve Healthcare IT to integrate their PMS with EHR

Customer Profile

The customer offers a host of Healthcare Outsourcing Solutions across the Physician and Hospital space. They also provide comprehensive Revenue Cycle Management (RCM) services, receivable management services, claims processing, and member management services, thereby resulting in top-line benefits to clients.

With state of art technology, the customer delivers service processes at high quality levels that help to increase revenues and reduce costs by 50% for clients. They have built a team of people and delivery capabilities to provide low cost services across the entire spectrum of US healthcare business process outsourcing.

Business Challenge

The front office at the customer site used a proprietary Practice Management System (PMS) for day-to-day activities within the facility. The system was used for patient registration, scheduling appointments, logging insurance and eligibility, and billing. The PMS was capable of processing HIPAA-ready electronic claims to Medicare, Medicaid, Blue Cross/Blue Shield, clearing house, or directly to insurance carriers.

The EHR solution at the Physician end was used to maintain the diagnosis, medication, and clinical care data of the patient. Despite being available in the PMS, the demographics and scheduling information had to be manually entered again into the EHR system. This consumed considerable time towards data entry rather than patient care.

"Focus was towards data entry rather than patient care..."

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Addressing the Challenge

The customer wanted to integrate the PMS and EHR to avoid duplication of data and physician effort, while ensuring secure health information exchange in acceptable formats. After careful evaluation and review of integration tools and techniques from different vendors, the customer approached ViSolve Healthcare IT for integrating PMS with EHR.

ViSolve Healthcare IT integrated the PMS and EHR using HL7 standards to ensure interoperable seamless communication. After the integration, the registration, scheduling, and demographics information entered in PMS was available in the EHR. The procedure and diagnosis information in the EHR, required for billing and reporting purposes, was also available in the PMS.

Business Benefits

- Improvement in speed and quality of service, and accuracy between disparate systems due to secured health information exchange
- Increased productivity of front office executive due to reduced wait time for diagnosis information required for billing purposes
- Duplication of data is avoided that allows physicians to concentrate and deliver quality patient care

> You guys are really good. I would rate your expertise as 8–9/10. Appreciate your outstanding commitment, domain expertise and response time.
>
> ***Affiliated Physician***

About ViSolve, Inc.

ViSolve Healthcare IT is committed to serve hospitals and affiliated Physician Practices by providing them customized interoperable and vendor neutral healthcare IT services. Our services span from customized EHR/HIS Services, connecting disparate systems with a hospital and its network, enabling secure HIE between a hospital and its affiliated practices, providing third party consulting, implementation and support for top commercial and open source Health IT Solutions and more.

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