S
unrays Cardiology, Inc., is a dual provider practice, with four locations throughout Columbus and Newark, Ohio. They are committed to providing the highest quality care for all of their patients by offering comprehensive, personalized and compassionate care. Sunrays Cardiology specializes in innovative, state-of-the-art, non-surgical treatments for heart and vascular diseases.

After utilizing a client-server EHR, the practice grew exhausted with the extensive maintenance and constant upgrades it required. Additionally, the high variable costs, poor customer support and inability to meet their growing needs left Sunrays Cardiology with no choice but to investigate new medical software options. “Our old EHR system was clunky and outdated. Not only did we need a hassle free solution but a partner whom we could depend on for continuous support,” says Dr. Gaddam.

Sunrays Cardiology was not alone in the predicament to completely “rip and replace” their existing medical software, as market surveys are reporting doctors are switching EHRs at a rate as high as 50% due to user dissatisfaction. After researching new EHR solutions, the practice realized they needed to upgrade to a web-based service in the cloud.

OfficeEMR provided electronic medical and health records, fully-integrated with a practice management solution. By nature of the service residing in the cloud, iSALUS is able to provide OfficeEMR for a low monthly subscription, with minimal upfront costs and no hidden fees. “Moving my practice to the cloud with iSALUS offered many benefits and savings that the client-server system simply could not,” added Dr. Gaddam.

Not long after implementing the OfficeEMR solution, Sunrays Cardiology began seeing clinical, financial and administrative benefits. “The new found efficiency was measurably different from our old system,” Dr. Gaddam noted. The OfficeEMR scheduling component streamlined the patient registration process. The result was a faster check-in/check-out, enabling more time spent with patients and the ability to increase the number of patients seen.

During the exam period, Dr. Gaddam conveys that clinical documentation is a faster, more accurate process utilizing OfficeEMR. Additionally, Sunrays Cardiology has seen a notable increase in revenue and net collections during their use of the system. “While the ability to treat more patients has naturally increased our base of collections, the thoroughness of the practice management system has granted a checks and balances we never had before,” added Dr. Gaddam.
With a 98% first claim submission rate, OfficeEMR produces fewer errors on the front end, reducing the days in accounts receivable on the back-end. In addition to process improvement, Dr. Gaddam expresses his extreme pleasure with the overall time savings produced. Now, the doctor spends drastically less time charting at home, on his off time, and is reaping a greater work/life balance. Plus, with the mobility OfficeEMR provides, Dr. Gaddam is able to access his HIPAA secure database at any of his four locations via the internet or by iPhone application.

"I am simply stunned by the lack of chaos I have on my hands," notes Dr. Gaddam. "With my practice busier than ever, and me traveling between multiple locations, you'd assume I would be bogged down with paperwork and no time to ever get caught up."

Lastly, it is important to note the level of support, partnership, and user satisfaction that iSALUS has provided Sunrays Cardiology; a critical buying criteria for the practice. iSALUS Healthcare reports a 90% satisfaction rating regarding OfficeEMR user’s overall experience, compared to a dismal industry average of 60% user satisfaction.

"iSALUS’ willingness to work with us on specific needs after the implementation process continues to be of immeasurable value with our OfficeEMR service," states Dr. Gaddam. Whether it is revising customized templates for process improvement or everyday user inquiries, Sunrays Cardiology expresses their extreme satisfaction received from iSALUS Support.

"A lot of companies stop providing that kind of customer service once they have made the sale, but iSALUS is different," said Brittney Norris, practice administrator at Sunrays Cardiology. iSALUS prides itself on forming a real partnership with its clients, working to make the solution fit the practice workflow, not the reverse.

Our decade of sustainability has been established from working hand in hand with providers to improve processes and efficiency, resulting in better quality care and increased revenues.

In a healthcare landscape where independently owned doctors are becoming a dying breed, it is imperative to provide an EHR solution that fits a practice’s needs, keeping costs minimal, for the practice’s survival and population health for the patient communities they serve.

Dr. Venkatarama R. Gaddam MD, FACC, FSCAI
1000 East Broad Street
Columbus, OH 43205
Phone 614.252.7561
www.SunraysCardiology.com

Practice Area: Cardiology
Specialty: Diagnosis and Treatment of Acute and Chronic Cardiovascular Conditions
Providers: Two Clinicians
Locations: Four Locations
Active Patients: 10,000+
OfficeEMR Start Date: May 2012

Key Decision Factors:
Inclusive EHR Solution, Ample User Support, Improved Operations, and Reduced Costs

For more information, call 1.888.280.6678 or visit www.iSalusHealthcare.com.