

CASE STUDY: DAVID SISKIND, M.D.
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Time is a valuable commodity to physicians. All are looking for ways to spend less time on paperwork and more time on patient care and personal matters. Dr. David Siskind's search for timesaving techniques led him to pMDsoft, an automated charge capture solution that shaved days of administrative time from his schedule.

pMDsoft: A Time-Saving, Charge Capture Solution

As medical director of Birchwood Health Center, a 195-bed comprehensive nursing facility located in Huntington Station, New York, Dr. David Siskind visits patients during rounds at the nursing home and, when necessary, the local hospital. Recording an average of 200-300 patient visits per month, Dr. Siskind found it time-consuming and difficult to keep up with all the required paperwork for billing. He knew there had to be an easier, more efficient method for recording patient interactions and capturing charges. His medical billing company, Contemporary Solutions, suggested Dr. Siskind try pMDsoft, an automated charge capture solution proven to help physicians save time, recover income and improve compliance.

THE CHALLENGE:

Finding an efficient way to capture patient charges had long been a challenge for Dr. Siskind. His search had already led him to abandon a 100% paper-based method in favor of a cumbersome, hybrid technology solution called Pilot Forms, which allowed him to enter basic patient information into his PDA using graffiti or the keypad. Upon synchronization, the patient information would download into a Microsoft® Excel spreadsheet. This system required Dr. Siskind to spend three days each month carefully reviewing the spreadsheet for typos, adding information from patient face sheets and entering all ICD and CPT codes by hand. After completing the spreadsheet and sending it to the billing company for processing, Dr. Siskind still had to invest even more time responding to follow-up questions, which continuously interrupted his daily schedule and cost him valuable time.

Frustrated with his charge capture solution, Dr. Siskind sought an alternative. He explains, "My old solution

was wrought with inefficiencies – it required too much data entry time, was not user friendly and left too much room for human error. I needed a new, cost-effective, charge capture solution that would transform my monthly billing into a quick, simple, seamless process."

Familiar with alternative solutions, Contemporary Solutions recommended Dr. Siskind turn to pMDsoft, a wireless application that automates charge capture and enables physicians and billing companies to work together in an efficient and seamless fashion.

THE SOLUTION:

Developed with extensive physician input, pMDsoft provides Dr. Siskind with an easy-to-use solution that meets the specific needs of mobile physicians. The following features made pMDsoft an ideal solution for Dr. Siskind:

Designed for PDAs – pMDsoft built its solution for the PDA because it enables physicians who are rarely in their offices to record information from anywhere, at anytime using a device that fits in their pocket. Dr. Siskind adds, "I was relieved to learn that pMDsoft would operate on the Palm™ Pilot I already owned. This prevented me from having to purchase or learn how to use a new PDA device."

Automates patient charge capture and billing – pMDsoft creates an efficient workflow that streamlines the entire patient charge capture process from the point of care through billing submission. Complete patient charges are entered once, and only once, at the point of care using a PDA. Following a one-step, online approval process, patient charges are submitted to payors for reimbursement. pMDsoft's clear, concise format significantly reduces the need for follow-

up between the billing company and physician. It's that simple.

Prompts you for information – pMDsoft is designed to make data entry as quick, accurate and complete as possible. Patient demographic information and ICD and CPT billing codes are pre-loaded. "There's no need for handwriting. It takes seconds to create a patient charge. I just point, click and go," Dr. Siskind says.

Stores customized code lists and patient census – pMDsoft creates, stores and updates a customized list of ICD and CPT codes that you use most often. pMDsoft also creates an active census so physicians can view "at-a-glance" which patients need to be seen at a given location. Both features prevent physicians from sifting through extraneous information.

Protects patient information through secure encryption methods – In compliance with HIPPA regulations, pMDsoft encrypts all patient information stored on physician PDAs and sent over the Internet. Authorized users must provide a secure user name and password in order to gain access to sensitive patient information stored on pMDsoft.

THE RESULTS:

As a sole practitioner with little administrative office support, Dr. Siskind was relieved to find pMDsoft. He says, "pMDsoft changed my charge capture and patient billing from what was previously a cumbersome, time-consuming process, into one that is streamlined, efficient and accurate." Dr. Siskind realized immediate benefits from using pMDsoft including:

Reduces time spent on billing from days to hours – pMDsoft's automated charge capture solution enables Dr. Siskind to reclaim days of time previously lost to paperwork and refocus it on patient care and personal time.

Speeds data entry – With pMDsoft, Dr. Siskind finds a completely different experience at the patient's bedside. Instead of handwriting patient notes, he follows the pMDsoft prompts and, with his stylus, clicks patient names as well as ICD and CPT codes. What previously took minutes, now takes seconds with pMDsoft.

Improves cash flow – pMDsoft is designed so that physicians can send patient charges to billing on a daily basis. Dr. Siskind has experienced improved cash flow since using pMDsoft.

Improves compliance – pMDsoft improves physician compliance by virtually eliminating errors in procedure and diagnosis coding. Pre-loaded information stored in pMDsoft as

well as system prompts help Dr. Siskind create more accurate and comprehensive patient charges.

Dr. Siskind's billing company also observed the positive impact of pMDsoft. Mitch Trenczer, president of Contemporary Solutions, explains, "Since Dr. Siskind started using pMDsoft, he's gone from having to respond to dozens of charge inquiries every month to just 2-3 inquiries in an entire year. Fewer inquiries mean less disruption to Dr. Siskind's schedule."

"pMDsoft is an ideal solution for a nursing home medical director or a larger practice," concludes Dr. Siskind. "The time-saving features of pMDsoft certainly make it a worthwhile investment for any physician."

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– David Siskind, M.D.*

ABOUT PMDsoft

Headquartered in Atlanta, pMDsoft develops wireless applications that help physicians streamline their practice from point-of-care through reimbursement. pMDsoft adheres to the highest standards for performance, security and reliability while providing real-time access to patient information. For more information, visit www.pmdsoft.com or call 800-587-4989.

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