



Case Study:

IMPROVE RECORD MANAGEMENT WITH AUTO-INDEXING

■ HOW NEXT LEVEL URGENT CARE ELEVATED ACCURACY OF PATIENT RECORDS AND EXPANDED GROWTH IN NEW DIRECTIONS

Next Level Urgent Care provides medical treatment to walk-in patients for non-life-threatening conditions throughout the Greater Houston area. When the company saw an opportunity to grow by treating Workers' Compensation injuries, they required a more efficient and reliable way to collect and file the state-required work status reports. Next Level implemented InDxLogic automated document indexing to improve the speed and accuracy of attaching work status reports to patient charts, ultimately enabling better patient care and business expansion.

ABOUT NEXT LEVEL

FULFILLING A NEED FOR WALK-IN URGENT CARE WHILE CUTTING PATIENT COSTS

The first Next Level Urgent Care clinic opened in Houston, Texas, in July 2013. Within the next 10 months, an additional nine centers opened. Today, Next Level operates 15 urgent care sites in the Houston area, as well as five employer-sponsored clinics for employees. The clinics see an average of 850 patients each day or about 26,000 patients per month.

Next Level sets itself apart from other urgent care facilities by providing fast, affordable health care and published, transparent pricing to its patients. The company also accepts all major insurance carriers. The clinics and staff are equipped to treat all non-life-threatening acute urgent medical conditions and transfer emergency cases as needed.

In addition to urgent care, Next Level also offers ongoing work injury care, occupational medicine, and onsite employer wellness clinics.



THE CHALLENGE

INACCURACIES IN PATIENT CHARTS HINDERING BUSINESS GROWTH

Because Next Level provides urgent care to populations in various Houston communities, the patient load tends to be seasonal, such as treating colds, flu, and the occasional broken arm. To grow the business, it needed to target healthcare verticals less cyclical in nature, such as treating Workers' Compensation injuries. However, building this practice presented a paperwork challenge for the staff. The Division of Workers' Compensation (DWC) requires a completed Texas Workers' Compensation Work Status Report in the patient's chart for every work injury-related medical visit.

Because work injury-related cases accounted for less than seven percent of Next Level's patient volume, the staff was inconsistent about filing the document in patients' charts. Missing reports were often discovered by a later shift or even days later, requiring the staff to quickly locate and properly file the report. If Next Level wanted to grow this part of its business, it had to ensure these forms were filled out and filed accurately for every work injury patient.

"Dealing with this report was extra work that just wasn't a habit for the staff, but it was absolutely critical we overcome this challenge," said Bill McGrath, Chief Technology Officer for Next Level. "We knew we couldn't aggressively go after this type of work if we weren't filing the reports correctly. We had to find a way to improve the situation."

In addition to chasing down missing forms, the staff faced added administrative burden including printing medical records and sending reports to primary care physicians—time that would be better used to treat patients.

THE SOLUTION

AUTOMATION IMPROVES ACCURACY AND SPEED IN RECORD MANAGEMENT

Next Level sought an automated document management system to ensure medical records were accurately and automatically attached to the correct patient's chart. This included not only worker status forms for patients requiring ongoing medical care, but records for Next Level patients. The solution needed a simple, intuitive user interface so the staff spent minimal time implementing, learning and using the system. To fulfill these requirements, McGrath chose InDxLogic based on its proven reputation as a medical document management solution.

With InDxLogic's simple configuration, rapid implementation, and ease of use paired with direct, hands-on support from the InDxLogic team, McGrath reports the transition was "quick and relatively painless." The InDxLogic user interface made it easy for Next Level staff to learn and manage their records. The system also streamlines the historically tedious and manual process to transfer an urgent care patient's records to their primary care physician in a secure, HIPAA-compliant manner.

"The new process is completely automatic and has been a huge time saver," said McGrath. "It gets the documents where they need to go. We've been able to change our workflow and centralize some functions, which in turn has freed up more time for staff to work with patients."

With InDxLogic in place, the Next Level staff no longer spends its time tracking down work status reports for patient charts. Though these cases only accounted for seven percent of the workload, that still added up to about 1,400 cases per month. As Next Level directs more attention on treatment for Workers' Compensation patients, this case load will continue to rise steadily. With the time saved on paperwork and records administration, its staff can spend its time providing better care for all its patients.

"Before InDxLogic, one of the most painful and costly things was the time and effort it took to get the charts right," said McGrath. "With its document indexing, InDxLogic provided a solution that eliminated practically all of this. They're a good value proposition, and they've brought us from a painful place to a much better situation."



THE RESULTS

SPEED, ACCURACY, AND SOME UNEXPECTED EFFICIENCIES

McGrath initially chose InDxLogic to ensure the work status reports were filed correctly. After InDxLogic successfully automated filing these reports, McGrath requested the automation of other document indexing.

With InDxLogic, Next Level also changed how it handles radiology reports. Each clinic has on-site X-ray equipment for urgent care visits. As a courtesy to patients and other doctors, Next Level sends radiology reports to the patient's primary care physician. This process was manual, labor intensive, and error-prone. The InDxLogic Batch Print application (Release of Information/Medical Record) provided a fast, secure, and automated process helping to foster a good relationship with other medical care providers in the area.

Another unexpected benefit was using InDxLogic's Batch Print feature to provide patients with copies of their medical records. InDxLogic's batch printing is much faster than the old process and saves staff time.

"With automated document handling, our staff can handle a higher volume of patients," said McGrath. "We're not wasting time tracking down paperwork anymore. Thanks to InDxLogic, I know the reports are where they're supposed to be, when they're supposed to be there."

Next Level realized substantial value and growth by improving its accuracy and eliminating manual processes, allowing it to focus its resources on better treatment and expand its business in new directions.

"Because of our partnership with InDxLogic, we're starting to do contract drug and breath alcohol testing," said McGrath. "This testing has several employer-specific forms, and InDxLogic will ensure we attach the test results to the correct subject's chart automatically and in a timely manner."

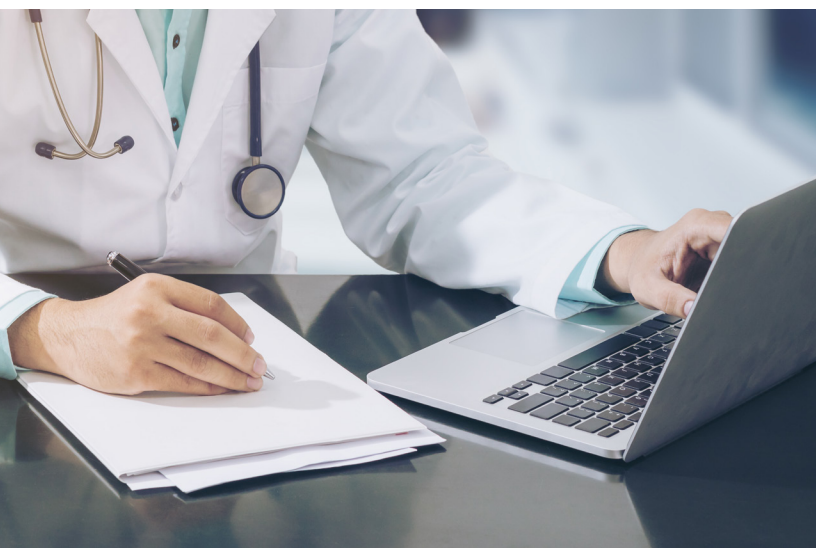


IMPLICATIONS

Providing quality patient care includes meticulous recordkeeping. By automating the process of filing patient care documents in charts, Next Level medical staff can meet these requirements and simultaneously provide an improved patient experience, all while growing their business and capacity.

"When we first implemented InDxLogic, the staff wasn't sure what to expect from it," said McGrath. "Now, however, they've seen the advantages of automation and the difference it's made in their work. All they have to do is scan a document, and it'll get where it needs to go."

InDxLogic was critical for Next Level's goals of ramping up in treating worker injury cases and expanding into contract drug and breath alcohol testing. These additional revenue streams, as well as faster radiology report processing and medical records printing, are saving staff time and boosting the company's bottom line.



COMPANY

With more than half a century of combined experience, InDxLogic partners with you to provide innovative solutions for document indexing, data extraction and HIM tasks.

EXPERIENCED SUPPORT

Our trained support representatives provide outstanding customer support. We are committed to your success, providing our partners ongoing project management, implementation management and training, enabling you to get the most out of your InDxLogic services and software.

SECURITY

InDxLogic uses Secure Socket Layer (SSL) technology for mutual authentication, data encryption and data integrity. SSL is the industry standard security protocol to encode sensitive data, such as health and financial information.

LOCAL AND REMOTE REDUNDANCY

InDxLogic provides Day Forward™ secure off-site redundant data archive, so that in the unlikely event of a failure of the local enterprise server, the back-up document will be available along with the most recent production data.

ACCESS AND EVENT MONITORING

InDxLogic tools include long-term event and a login access logging system. The InDxLogic system adheres to demands of regulatory compliance requirements like HIPAA, SOX, GLBA, and PCI.

EXCELLENCE IN SERVICE, SOFTWARE AND SUPPORT

InDxLogic provides innovative software and services combined with full deployment and informatics support to help you offer the quality of care your patients expect. With InDxLogic software and services, you can customize how your enterprise handles your valuable incoming clinical messages as documents. You will be able to seamlessly communicate with your clinic and enterprise information systems, greatly reducing the potential for error through manual data entry and indexing. InDxLogic will make your clinic more efficient and productive.

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