QuestQuanum™

Case study:
Dr. Matthew Frankel

Philadelphia, PA

Philadelphia doctor does it all with Quanum Practice Solutions

Dr. Matthew Frankel is an internist in Philadelphia, Pennsylvania. He has been in practice for 32 years and employs 5, including his wife Jane who is the office manager. The doctor sees 20 patients per day, and 35% of them have Medicare. The practice is also a member of an accountable care organization (ACO).

Challenge

In 2012, the practice was making the switch from paper to electronic health records to modernize their system and to meet the requirements of the Centers for Medicare and Medicaid Services (CMS) Electronic Health Record (EHR) Incentive Program. This program encouraged eligible professionals to implement and demonstrate meaningful use of certified electronic health record technology (CEHRT). Dr. Frankel values an integrated approach to office technology and wanted to work with a company that covered as many bases as possible in his practice.

Solution

Dr. Frankel's office was already using Quanum eLabs from Quest Diagnostics® when they began evaluating EHR software providers. After researching a number of options, they selected Quanum™ EHR in 2012.

In 2013, the practice added Quanum Revenue Cycle Management (RCM) to improve their billing.

Practice quick facts:

1 physician

5 employees

32 years experience

20 daily patients

35% Medicare

2012 began using Quanum EHR

2013 began using Quanum RCM and PM

Quanum Solutions:
- eLabs
- EPCS
- EHR
- PM
- RCM

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The service provides a team of US-based medical billing experts that assist with everything from filing claims to denials management, with a focus on improving collections and revenue. Quanum RCM also includes a comprehensive Practice Management (PM) component and an award-winning EHR.

> "One of the biggest factors in our selecting Quanum is that it has an integrated solution." – Dr. Matthew Frankel

Since Dr. Frankel's office was already using Quanum eLabs when it adopted the EHR, all patient demographics automatically transferred from the Quest database to the EHR. The ease with which electronic data is shared has been a positive for the practice.

"One of the biggest benefits we've seen with the EHR is that when we get referrals or letters from other doctors about our patients, it is so easy to electronically file them," he said. "In the old days, the staff would spend a lot of time in the early morning, after patients went home, or when the lab results came in, with filing that paperwork in the patient charts. It was very time consuming, and when a chart could not be easily found it was frustrating. This EHR has certainly made our lives easier."

When it comes to the practice management system, Dr. Frankel says it provides the staff with an intuitive look at the patients that are scheduled each day. "The staff really likes the dashboard," he said. Additionally, information flows easily between the EHR and PM, ensuring real-time access to patient information.

Before implementing the RCM service, the staff used to handle complex billing tasks on a daily basis. Now they can allocate that time to other efforts.

"Previously, when a claim got denied it was a big effort to find out why it was denied and to rebill it," said Dr. Frankel. "Sometimes we would just let that claim go, because of the time involved to figure it out. It's nice to have someone else managing these denials."

Frankel says one of the advantages of Quanum EHR has been becoming an approved EPCS (Electronic Prescribing of Controlled Substances) prescriber. "In the past, I would have had to write a paper prescription for the patient, and then rewrite or copy it for the patient record. EPCS and ePrescribing eliminates this duplicity, making this a lot easier – in fact, I rarely have to get out my paper prescription pad."

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EPCS ensures prescriptions are securely transmitted from provider to pharmacy and helps to minimize prescription errors.

Complying with regulations and attestations are a big part of managing an efficient office for many doctors, and Dr. Frankel is no exception. For years, the EHR helped the practice comply with meaningful use, and it also helped the practice extract the data needed for reporting as part of a patient-centered medical home (PCMH). Becoming a PCMH meant the practice had to provide additional documentation of their clinical quality measures, just as it does being part of an ACO.

Dr. Matthew Frankel and staff

When CMS moved from meaningful use to the Quality Payment Program, otherwise known as MACRA (the Medicare Access and Chip Reauthorization Act of 2015), the built-in reporting provided additional assistance. Quanum EHR is fully certified to meet the associated CMS regulatory requirements for MACRA. Additionally, Dr. Frankel's team signed up for the Quanum EHR's professional attestation service which helps provide direction in attesting for the Merit-based Incentive Payment System (MIPS). This personalized service includes one-on-one, expert guidance in navigating the confusing landscape of regulations and compliance.

"I feel prepared to attest for 2017," he said. "The MIPS training has been terrific." Dr. Frankel's office truly does it all with Quanum Practice Solutions. Virtually every aspect of his successful business is enhanced by its relationship with Quest Diagnostics and their robust suite of technology offerings.

Quanum Practice Solutions connect healthcare organizations, community physicians, and patients to **improve access to information and insights**.

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