Success Story:

Carolina Spine and Neurosurgery Center

Roger Meade, DPT
Director of Physical Therapy

About seven years ago, I recognized that to remain profitable, we needed to spend less time on notes and more time with patients. With many of the new Medicare regulations, revenue was decreasing and we had to meet that with greater productivity. Note taking was incredibly inefficient and it was easy for us to skip or miss something critical, so one of my goals was to make note taking easier and more accurate.

I explained this situation to our CEO and emphasized the need to go paperless and implement an EMR. He suggested I look into solutions. During my research, I went through APTA journals, spoke with friends and went to conferences, including the APTA convention. I found six companies including Cedaron. We got demos and also played with many of the systems.

In reviewing the many solutions, CONNECT really stood out. First, it wasdeveloped in partnership with APTA, so to me that meant it was a sustainable and trusted software program. It meant longevity and I wanted to invest in something that will be around in 20 years. Also, clinical user friendliness was very important to us. Unlike many of the other solutions, CONNECT seems clinical first and financial second, therefore it flowed better. I liked the accumulated data and the clinical way in which the program was created. In addition, I love the business and billing component of it.

Why Cedaron

CONNECT's templates and flexibility were also really significant. CONNECT gave us control over templates, so we didn't have to go back to the vendor and incur charges every time we wanted to change something in a template or the workflow. Flexible templates and workflow make it a lot easier and quicker to see patients.

"Then there's the service component. This really got me since I could get a live person to help me. I've never worked with a company where you get a response within a day"

I also really appreciated the way Cedaron responded to Medicare guidelines, such as PQRS. They did a great job setting it up; same with ICD 10 and G-codes. I've seen this type of innovation in a couple of other CONNECT tools and features as well. It seemed like they were ahead of the curve.

Then there's the service component. This really got me since I could get a live person to help me. I've never worked with a company where you get a response within a day. Cedaron's service also extends into their ability to interface, something that makes CONNECT quite different from the others. Doctors want to see our notes, so integration is increasingly important. I would say, from a software standpoint, the ability of Cedaron to interface with these really big EHRs will really play a large part in the long run.

CONNECT
Significant Results

As I expected six years ago, we've seen excellent results, including:

- ✓ Scheduling works extremely well. It makes it easy to see everything that's available.

- ✓ Staff are staying. Workload is busy and eople aren't getting burnt out. When you find good people, you know you can't pay them enough, so you want to find other ways to get them to stay. CONNECT helps with retaining good talent.

- ✓ Reimbursements are up 19-20%.

- ✓ Overall net revenue is up 12% this year and 16% last year.

- ✓ Load is up 30%, yet we haven't added additional staff

- ✓ Notes meet quality standards for goals achievement.

- ✓ We have clarity of notes. Notes are structured, clear, comprehensive and understandable.

- ✓ We've cut back over one full time equivalent (FTE).

- ✓ We've added a satellite office that is much easier to manage given the centralized scheduling and files system. I can pull up exactly what they're seeing in our satellite office. The ability to have an ongoing visual of what's going on has been great.

Overall I think CONNECT has been extremely efficient for us. It enables us to do previously manual things, electronically. Plus, it does all of the PQRS reporting, which is of significant value. Think about it, there's no way you're losing. I couldn't be happier and recommend CONNECT regularly to colleagues. In fact, I showed CONNECT to a colleague who runs 27 facilities and he couldn't believe how much better it is than their current EMR. I think it's just a matter of time before more facilities catch on to the important differences between CONNECT and traditional electronic solutions.

LET'S TALK
About Cedaron

Cedaron CONNECT delivers rehab documentation, scheduling and outcomes solutions that enable hospital outpatient rehab clinics and large private practices to streamline documentation, improve compliance and enhance patient care. The program was developed by industry luminary Malcolm Bond in partnership with the APTA, AOTA and ASHT. CONNECT's high level of customization, integration and coding accuracy, in addition to its interface with leading billing and EHR systems, helps therapists eliminate denials, streamline workflow and increase efficiency.

Founded in 1990, Cedaron Medical, Inc. is a privately held company in Davis, CA that develops software applications for the healthcare industry. They consistently merge cutting edge technical solutions with personalized, responsive customer service. Cedaron products lead the movement towards electronic medical records, driving efficient, evidence-based care delivery, and promoting improved data collection and outcomes measurement.

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CONNECT Rehab EMR