

Case Study: OrthoVirginia North

Implementing Cloud-Based Interoperability Across Multiple Practice Locations

Challenge

Give time back to clinics by adding cloud-based DMEPOS workflow management eliminates paper and pushes and pulls information to and from EMR and patient scheduling systems.

Solution

OrthoVirginia North implemented Cloud Connect alongside their existing Vision Patient Workflow Management system across their 10 office locations.

Results

Adding Cloud Connect to their Vision web and mobile platforms was easy and seamless, further streamlining patient workflow:

- Interoperability between electronic systems saved on average three minutes per patient
- Enabled real-time dispensing of DMEPOS, rather than burdening staff to stay afterhours to record activity performed throughout the day
- Vision's inventory management capabilities help OrthoVirginia North keep shrinkage below 2%

OrthoVirginia is the largest orthopedic and therapy care provider in the state, serving three regions: northern Virginia, Richmond and Lynchburg, Virginia. OrthoVirginia has more than 100 physicians, 22 office locations (and growing), MRI facilities, outpatient surgery centers and physical therapy clinics. OrthoVirginia doctors and staff are dedicated to helping patients stay active and restore quality of life through current and innovative orthopedic techniques and care delivery systems.

OrthoVirginia was established in 1960 as an orthopedic surgery group with 11 locations primarily located in central and southern Virginia. Through a merger in January 2015 with Commonwealth Orthopaedics, with clinics across northern Virginia, and a second merger in January 2016 with the Orthopedic Center of Central Virginia in Lynchburg, OrthoVirginia became the state's largest orthopedic specialty group practice. Commonwealth Orthopaedics brought to the merger a successful six-year partnership with Breg's OrthoSelect in-house bracing and supplies program, and Vision Patient Workflow Management software.

"Vision has worked really well for us," Amanda said, "We have complete control of what is coming into and going out of our practices." OrthoVirginia North's shrinkage (product that is unaccounted for) is less than two percent which Amanda says is considered good for a practice of their size. Vision's mobile application has been particularly beneficial for OrthoVirginia North. "Before Vision, our staff used to stay late to complete DMEPOS dispensing done throughout the day," Amanda said. "With Vision mobile, we dispense product in real time, and inventory is updated on the spot. I have inventory levels at my fingertips. Our DMEPOS workflow management system is considered a best practice among all our clinic locations."

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Amanda Marvin
Director of DME
OrthoVirginia, Fairfax, VA

OrthoVirginia North added Cloud Connect to their Vision platform in February 2015. "Now everything is in the cloud," Amanda said. "Cloud Connect's ability to talk to our EMR so we could share information across systems was really appealing. We process claims faster because we aren't duplicating entries. It's significantly reduced the amount of time we spend managing and tracking down paper, because we all know 'paper walks,'" she said. Amanda added that the reduction in staff burden has been significant. In any given clinic, providers see an average of 50 patients a day. "At a savings of three minutes per patient," she said, "the time saved for our clinics really adds up—the ROI is big." Amanda added that the implementation of Cloud Connect was easy and seamless.

Along with Vision and Cloud Connect, OrthoVirginia North continues to use Breg's OrthoSelect program. Maureen Ruddy, OrthoVirginia's Chief Administrative Officer, has worked with Breg since OrthoSelect was implemented at Commonwealth Orthopaedics in 2008. "When we were going through our search for a partner to help us implement in-office DMEPOS, the Breg team just brought more to the table," Maureen said. "The OrthoSelect team had the professionalism, knowledge and customer service that we needed." She added, "Over time, the program has continued to have a tremendous impact on our clinics and on our patient care."

"I can't imagine a practice like ours not implementing OrthoSelect," said Amanda. "Our DMEPOS is profitable and helps keep our practice financially healthy while providing great continuity of care for our patients." Amanda says her OrthoSelect consultants are teammates in the business. "Our OrthoSelect consultant is just great. He considers what's best for me—for OrthoVirginia North—it's refreshing."



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