

RMS Case Study : XRA Medical Imaging

XRA Medical Imaging is an established radiology group that operates several imaging centers and serves several hospitals across the entire state of Rhode Island. There are currently 7 different imaging centers throughout the state and a wide range of modalities at all of the locations. With continuing pressure of shrinking reimbursement rates and increased cost, XRA needs to enhance their quality of service to their existing referring physician network and attract new referring physicians with the same amount of resources. XRA's bottom line need is to improve efficiency so they can do more with less.

ReferRx RMS Orders streamlined Order Entry process

XRA started with ReferRx RMS Orders service in 2005 to enable their referring physicians to enter their orders electronically and receive real-time updates on the status of their orders. We collaborate with the XRA team to design their electronic order entry form to ensure all required information such as CPT code, ICD-9 code and demographics are properly entered when the physician offices submit their orders. RMS Orders cut down the time to complete an order by an average of 50% compared to the original faxing and calling the orders and reduce the number of calls significantly. Additionally, it has helped their billing department to recover their revenue quicker since all the required information is readily available once the order has been fulfilled and ready for billing. The referring offices can now monitor the progress of the orders from order generation to completion without picking up the phone. Patients can now be scheduled for their follow up visit(s) efficiently. This has helped XRA to maintain referral volumes from their referring physicians and acquire new ones.

ReferRx RMS Reports delivers results instantly

To enhance referring physicians' relationship, XRA decided to provide access to their radiology results electronically to their referring physicians. All results can be viewed and printed instantly on a custom-built web portal to their physicians. *"The reports are available to them immediately, they can print or save it on their computer system"*, XRA's Director of IT. The web portal offers the flexibility to configure different access to physicians who are part of multiple groups. They can view reports from different group in a single account. XRA was able to roll this service out to their physicians within 4 weeks. Using HL-7 and Service Oriented Architecture, RMS Reports can be integrated into XRA's RIS system in less than a week. Coming soon, physicians will have the ability to view their reports on their iPad or iPhone.

ReferRx RMS Connect delivers results directly into EMR

With the creation of the Rhode Island Health Information Exchange Act, the entire state placed an emphasis on widespread utilization of electronic medical records and with a goal to "allow doctors and other care givers immediate access to a patient's up-to-date health information in order to provide the best possible and most comprehensive care." XRA wanted to utilize the prevalence of EMR systems to deliver an even higher service level to their referring offices. Although the state's physicians were adopting electronic health records quickly, many of the EMR systems were different and not immediately compatible with each other. RMS Connect solved that problem for them. ReferRx RMS Connect has been designed with the flexibility to map any HL-7 data fields to the existing information system's data dictionary rapidly. We have connected more than 40 physicians offices EMR systems such as Allscripts, eClinicalworks, GE Logician, NextGen, Caretracker, Athena Health and Merge, among others to XRA's RIS system. Each connection takes an average of 2 weeks to complete depending on the EMR vendor's cooperation. We have established relationship with many major EMR vendors; hence, we are confident that our system can interface to their systems swiftly. RMS Connect now delivers reports directly into patient charts without any additional work required on the imaging center end or the physician office end.

Conclusion

ReferRx services have been proven to deliver great value to both XRA and their referring physicians for many years. *"Over 78% of our referring physicians use RMS today. RMS makes it very easy for XRA staff to monitor the process by using the comments and status change"*, XRA's Director of IT. We continually update our technology platform without incurring any cost to XRA. It is currently used to deliver hundreds of orders and reports every day to offices throughout Rhode Island, and it continues to help XRA maintain superior quality of services to their referring physicians. Best of all, we work closely with XRA's team to make sure that our services stay affordable and worth every penny because we realize that we are in this together as a team.