



**BRACING FOR IMPACT:
*HOW AUTOMATING CHARGE CAPTURE
INCREASED REVENUE AND EFFICIENCY IN AN
ORTHOPEDIC PRACTICE***

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CENTER FOR SPORTS MEDICINE – CHATTANOOGA, TN

ABOUT CSMO

Our People

- 22 Physicians
- 13 Extenders
- 41 Physical and Occupational Therapist
- 375 Employees

Our Locations

- 9 Clinic Locations
- 5 Physical Therapy Locations
- 2 Urgent Care Clinics

Our Services

- MRI
- EMG
- DME Distribution
- Pharmacy Services
- PT/OT
- Regenerative Medicine



PRACTICE DILEMMAS

- Excessive Inventory Costs
- DME Stored in multiple locations (drawers, closets, hiding places)
- No PAR Level Regulation
- Inaccurate Charge Capture
- Manual Processes = Employee Time for reorders, counts, paperwork
- Product Shrinkage
- Documentation Tracking
- Lack of Expiration and Recall Management Process
- HCPCS Accuracy



CONTINUUM[®]

Increase
Revenue

Decrease
Costs

Vendor
Neutral

Business
Analytics

**AIR
Vault**



RFID TAG

- Product Number
- Lot Number
- Serial Number
- Expiration Date
- Cost to Practice
- Charge to Patient



RFID TECHNOLOGY CONTINUUM[®] VAULT

Key Offerings:

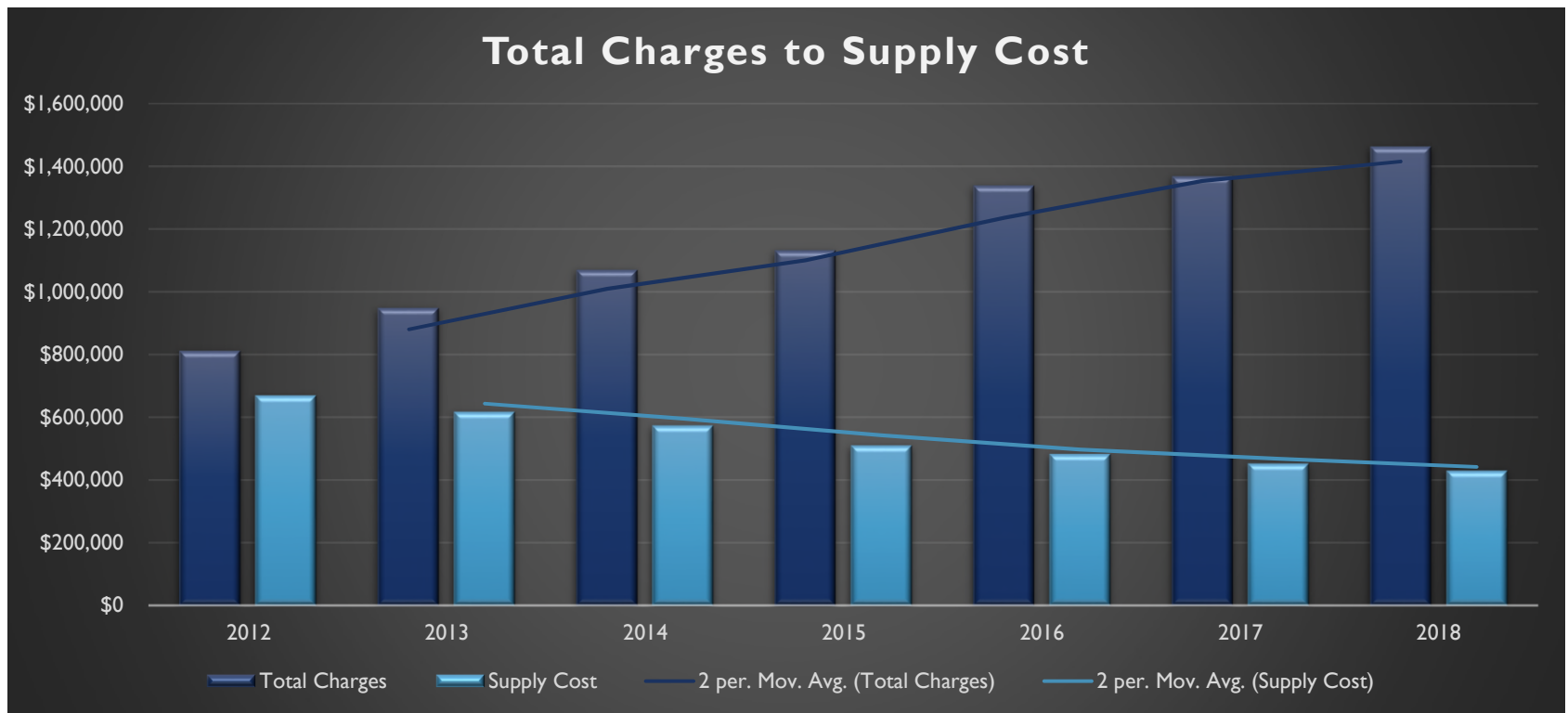
- Real-time, Secured Inventory Management
- Digital Chain of Custody/Accountability
- Automated Reorder & Replenishment
- 99.8% Charge Capture Accuracy
- EMR Integration
- Paperless Documentation
- Expiration Management
- Structured PAR Levels
- Exceptional Business Analytics Tools



EXECUTION STRATEGY

- Identified assets to be tracked
- Designated inventory locations
- Consolidation of vendors
- Purchased DME products with embedded RFID tags
- Purchased RFID tags for injectables
- Completed EMR/Practice Management Software integration and Paperless Patient Acknowledgements
- Implemented RFID Continuum Vaults in high volume locations

IMPACT OF ANCILLARY TRACKING WITH RFID



IMPACT OF ANCILLARY TRACKING WITH RFID

<u>Ancillary Tracking</u>	<u>2012 Spend</u>	<u>2012 Revenue</u>
DME (Orthotics, Bracing)	\$ 669K	\$ 1.44M
Injectables	Not tracked	Not Tracked
Total	\$ 669K	\$ 1.44M

<u>Ancillary Tracking</u>	<u>2018 Spend</u>	<u>2018 Revenue</u>
DME (Orthotics, Bracing)	\$ 430K	\$ 1.46M
Injectables	\$ 668K	\$ 1.44M
Total	\$ 1.1M	\$ 2.9M

OPERATIONAL EFFICIENCIES GAINED

- **53% Reduction in Inventory Costs**
- **100% Capture Rate = Increased Revenue**
- **Injectable Tracking**
- **Consolidation of Vendors**
- **Significant Savings of Employee Time**
 - **EMR Integration**
 - **Paperless Documentation**
 - **Automated Reordering**
- **Analytic Tools on Demand**
 - **Prescriber Report**
 - **Inventory Value**
 - **Item Custody Detail**



BUSINESS MANAGEMENT

Reporting and Analytics

Cloud Based

Manage individual sites or all locations

- Prescriber Report
- Inventory Value Report
- Lost Charge Reports
- Clinician accountability
- Product Usage
- Expiration Management



SOLVED DILEMMAS

- ✓ Excessive Inventory Costs
- ✓ DME Stored in multiple locations (drawers, closets, hiding places)
- ✓ No PAR Level Regulation
- ✓ Inaccurate Charge Capture
- ✓ Manual Processes = Employee Time for reorders, counts, paperwork
- ✓ Product Shrinkage
- ✓ Documentation Tracking
- ✓ Lack of Expiration and Recall Management Process
- ✓ HCPCS Accuracy





THANK YOU!!