

Case Study - SpectraSoft AppointmentsPRO

Pulmonary & Critical Care Associates Leesburg, VA

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- Debbie Carroll, Office Manager

Company Description

Pulmonary Critical Care Associates is a busy healthcare provider specializing in the critical care and rehabilitation of patients with pulmonary (lung) diseases. The organization has three physicians and two office locations. On any particular day there is usually one physician in each office while the third is on rounds at the hospital(s).

The practice is built on referrals from other physicians. These referrals are generally scheduled for recurring appointments when they arrive. Because of the serious nature of their illness, most patients are seen many times in the course of their care.

Situation

Until the year 2001, the staff in both offices used an appointment book for scheduling. With only three resources to schedule, the paper system was manageable. However, according to Office Manager Debbie Carroll, the process was time consuming and messy – particularly when patients were transferred from one office to another. Pulmonary Critical Care Associates needed a way to speed the scheduling process and improve efficiency – particularly when moving or re-scheduling appointments.

Challenge

The challenge was to find a solution that would automate their scheduling process without breaking the bank. Many systems they looked at included billing. Pulmonary Critical Care Associates did not need a billing component. Their billing was outsourced to a private billing service. They were not looking for a charting program, or an archiving system for patient records. They needed an appointment scheduler, pure and simple.

Solution

Debbie Carroll knew something about SpectraSoft Inc. through her research. She knew that the company specialized in appointment scheduling software for the healthcare industry, and that they were currently offering a new product called AppointmentsPRO™. She also knew that SpectraSoft Appointments™ had been named Best of Breed by an independent software research firm.

Debbie requested a free demo of AppointmentsPRO™ through the Internet. After it arrived, a SpectraSoft sales rep called to help her step through the functions and features of the system. It seemed cost effective and easy to learn. She ordered two single user versions of AppointmentsPRO 7.00.12 and installed one in each office. After a recent upgrade, the offices are now running AppointmentsPRO 7.00.14.

Results

AppointmentsPRO™ has made a big difference at Pulmonary Critical Care Associates. “We like it,” said Debbie. “After the installation, we just started entering appointments. It was very easy to get accustomed to, and it has solved our problems.”

“First and foremost, we love the way we can move appointments. On that score, AppointmentsPRO is much, much better than the book. It’s very clean and fast. That improvement alone is worth the price of the system.”

“But we also like how it puts a patient’s information at our fingertips: phone number, address, date of birth, social security number. Everything we need is in front of us when we’re on the line with a referring physician, a lab, pharmacy, or insurance provider. We don’t even have to pull the chart.”

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“We are also tracking our patients better,” she said. “Referrals, no-shows, cancellations, check-ins and patient status – these are all-important pieces of information to a critical care facility like ours. Information tracking has improved our patient care, and greatly reduced our liability. Now it’s very easy to generate reports with information for insurance documentation.”

There are some things that Pulmonary & Critical Care Associates would like to see added to the system. “But we’ve become spoiled,” she said. The bottom line is – AppointmentsPro has cut down our paperwork and really improved our efficiency. Having been here, there’s no way we’d go back to the book,” she concluded.

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About SpectraSoft

SpectraSoft Inc. is a leading developer of Windows-based appointment scheduling and resource management software. SpectraSoft’s signature products, *Appointware*[™], *AppointmentsPRO*[™], and *AppointmentsES*[™] are installed in more than 3000 facilities nationwide. SpectraSoft’s products have been developed specifically for healthcare and other service oriented industries. For more information and a free demo please contact a sales representative at 1-800-889-0450 or visit our website at www.ssoft.com.