



CASE STUDY

Mid America Physician Services experiences improved efficiency, data quality and patient satisfaction

### MID AMERICA PHYSICIAN SERVICES

FACILITY BACKGROUND

Mid America Physicians Services specializes in women’s health. The independent, physician-owned practice boasts more than 30 physicians who serve over 400 patients per day from nine locations across the greater Kansas City area.

“GetWellNetwork’s appeal was its easy-to-use interface on the iPad. It was easy to get patient buy-in to use GetWell Practice. We also valued GetWellNetwork’s flexibility and willingness to work with us to customize the platform to get the end result we required.”

Toni Clark, Administrator, Women’s Health Associates

RESULTS

20%

Increase in front office productivity

98%

Pre-registration completion rate



Elimination of redundant data entry for return patients



Elimination of manual data entry by front desk staff



Consistent patient data quality and accessibility across six locations



Bi-directional, real-time EMR data interface



Facilitated and shortened rollout of new EMR system



Higher reported patient satisfaction

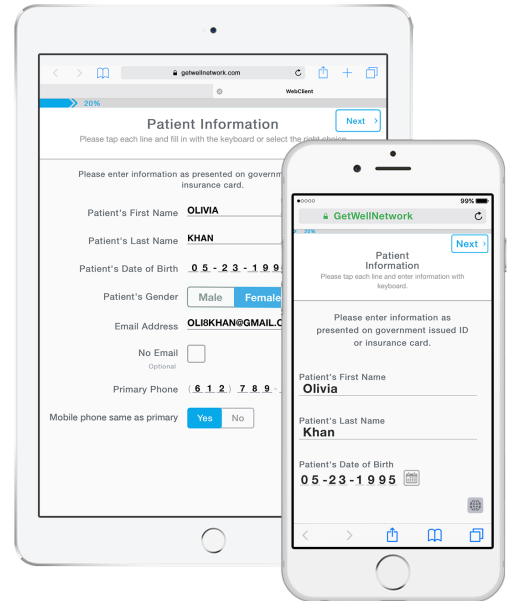


### CHALLENGES

- 1 Inconsistent front office workflows across six locations
- 2 Expensive, time-consuming paper-based registration
- 3 Reliance on error-prone, manual data entry
- 4 Patient frustration with long, repetitive registration process

### GO LIVE

- Five-week go-live
- Simultaneous implementation of Greenway PrimeSuite® and GetWell Practice
- Deployed GetWell Practice at six locations in five weeks



Patients complete a user-friendly registration form