



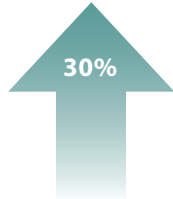
## Practice Profile

### TUCKER ORTHOPEDICS

Dr. Jon B. Tucker, M.D., is a specialist in joint disorders and orthopedic surgery, particularly knee, shoulder, and hip surgeries, and sports medicine. Dr. Tucker is a recognized expert in shoulder replacement surgery, including the reversed total shoulder replacement, and is one of fewer than 50 surgeons in Pennsylvania qualified to perform the Oxford partial knee replacement procedure. He practices in Pittsburgh.

### INCREASED REVENUE

Patient volume and revenue both up 30%



### “DRAMATICALLY ENHANCED” PATIENT CARE

With implementation and deployment complete, Dr. Tucker quickly came to appreciate how Aprima’s charting flexibility helps him and his staff easily document everything they do—something that was difficult to do before. “Looking back,” he recalls, “we always did what we documented, but didn’t always document what we did.” Billing audits without a documentation trail were tedious, expensive, and ultimately could not recapture much lost revenue. “Now, we have a system that efficiently finds and flags incomplete documentation.”

“It was too easy to forget to write down an X-ray or injection, so those things didn’t get billed,” says Dr. Tucker. “We were doing things for free. Now when I do an X-ray, it just takes a click or two to note that in the chart, and it automatically gets recorded in the superbill.”

“My ability to take care of patients, and know that staff is taking care of patients appropriately, is dramatically enhanced by Aprima.”

Charting is not only better, it’s more efficient. Compared to his previous practice, Dr. Tucker has found that he’s able to handle 30% more patients, and earn 30% more revenue. “It’s nothing short of incredible,” he says.

### MANAGING THE BUSINESS SIDE

Tucker Orthopedics’ back office operations are managed by AprimaRCM, Aprima’s revenue cycle management service. AprimaRCM conducts Tucker’s billing and collections processes by connecting directly to the Aprima practice management data. In doing so, they can efficiently create bills and patient statements, respond to denials or underpayments, handle workers compensation claims, and manage collections. Brinkhoff says, “I just send them a note, and they fight those battles for us.”

The two men are quick to warn about the potential pitfalls of outsourcing, however. Their first billing company was a local firm that was reluctant to use a non-Unix-based practice management system. For several months, the company wasn’t sending bills at all. Fortunately, Tucker Orthopedics was able to switch to HCS in time to catch up with its backlogged claims.

“My advice?” says Dr. Tucker. “Make sure that your billers are willing and able to use your EHR system before you sign a billing contract.” Now that HCS is handling their billing and collections, Brinkhoff and Dr. Tucker are both pleased.

### THE NEWEST CHALLENGE: PQRI

One reason Tucker Orthopedics chose Aprima’s EHR+PM was for its integrated database. With everything in one database, being accessed by one system, Aprima easily automates tasks like PQRI documentation.

In January 2010, the practice began participating in PQRI. When they had questions about the process, Aprima Support set up webinars to walk the staff through the process and help them solve problems. Now that it’s set up, the system automatically collects clinical and billing documentation that would have taken hours to gather manually. Aprima also creates alerts and messages for clinical staff, to let them know whether they’re meeting targets.

“I appreciate the way Aprima provides running totals,” Brinkhoff says. “To qualify for PQRI, you have to meet various metrics; Aprima lets us know we’re there. It lets you know what you need to do to get your score to the right level.”

After using Aprima for two and a half years, Dr. Tucker still thinks the best thing about the system is its flexibility. Aprima has adapted to different charting styles, different payer requirements, and evolving pay-for-performance programs. “The system has moved and changed along with my practice,” he says. “Aprima’s flexibility is what sets it apart.”



### APRIMA IS INDIVIDUALITY

*Our EHR/PM is a single application built on a single database, which means that users can move around in the system without having to close one database and open another. This innovative design eliminates unnecessary complexity.*

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**Eric Brinkhoff**  
Operations Director  
Tucker Orthopedics

**Available through**