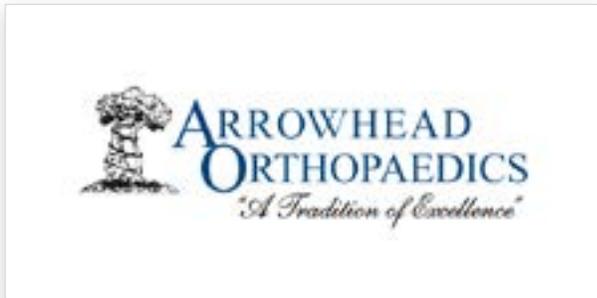


# ARROWHEAD ORTHOPAEDICS MAXIMIZES UTILIZATION WITH REMOTE DESKTOP PROTOCOL



*"We can now include narratives that help establish proper care and treatment of all our patients, what they need, their complaints, their injuries, and any reasoning and logic behind treatment decisions."*

—Lorie Byers, Clinic Director  
Arrowhead Orthopaedics

## CHALLENGE

- Make Dragon Medical Practice Edition available to all six office locations
- Utilize existing Remote Desktop Protocol Environment
- Slow turnaround time with traditional transcription

## SOLUTION

- Allow physician to dictate directly into the EMR & provide immediate turnaround time
- Create custom environment with RDP
- Develop custom commands, vocabulary, and data distribution

## RESULTS

- Greater physician satisfaction
- Improved patient records and medical billing
- Reduced transcription costs by 65%

## SUMMARY

Redlands, California – Since opening its doors in 1989 as the San Bernardino Medical Orthopaedic Group, Arrowhead Orthopaedics has grown into a premier provider in Southern California. Today, Arrowhead Chief Executive Officer Dr. Nabil Razzouk, Ph.D., is busy helping open the group's seventh location.

Arrowhead Orthopaedics has come to rely on Dragon Medical Practice Edition to create real-time patient notes directly in the EMR. And customization, support and training provided by, a certified Value-Added Reseller for Dragon Medical Practice Edition, has been invaluable. "Working with our Reseller has meant that we have the technical support we need to make Dragon Medical Practice Edition the best solution for our organization," says Clinic Director Lorie Byers.

## CERTIFIED RESELLER HELPS DEPLOY DRAGON MEDICAL PRACTICE EDITION IN REMOTE DESKTOP PROTOCOL ENVIRONMENT

According to Byers and Razzouk, having five satellite offices throughout Southern California initially presented a challenge for the group's electronic

medical records solution and remote desktop protocol (RDP) environment. Says Byers - “Our goal is to have patient notes completed at the end of every day; without those notes, we can’t bill for services, but it’s also an important aspect of patient care. When working in our EMR from satellite locations, the RDP produced unusual behaviors within Dragon Medical Practice Edition,” she says.

The Reseller’s technical support team stepped in and found the right deployment methodology that would allow full functionality of Dragon Medical Practice Edition, regardless of the physician’s location or whether RDP was employed. “They coordinated all of that for us, and now we’re getting the best results we can get from the integration of Dragon Medical Practice Edition and our EMR. Our Reseller has been a true problem solver,” says Razzouk. “We’re seeing a definite, positive impact on physician satisfaction,” Byers continues.

### **FULL IMPLEMENTATION REDUCES COSTS AND TIMELINES**

This deployment of Dragon Medical Practice Edition has also eliminated the delays that are inherent in traditional ways of treating medical dictation. That is, “we could previously dictate patient notes and then send those dictations out for transcription. There was always a delay in getting those transcriptions back and populated into the EMR,” says Byers. She says that eliminating those delays makes the EMR more complete at time of service, when the information is fresh in the provider’s mind. Razzouk concurs and says, “We have also seen a 65% reduction in our costs—even with adding locations over the years—since implementing Dragon Medical Practice Edition throughout our practice.”

### **DRAGON MEDICAL PRACTICE EDITION HELPS ARROWHEAD ORTHOPAEDICS IMPROVE PATIENT RECORDS**

Razzouk and Byers say that Arrowhead Orthopaedics providers prefer to include more comprehensive narratives of their patient interactions. “Our EMR gave us great templates to work with, which has made medical billing more effective. But from a provider perspective, we needed more information. That’s where Dragon Medical Practice Edition came in; we can now include narratives that help establish the proper care and treatment of all our patients, what they need, their complaints, their injuries, and any reasoning and logic behind treatment decisions,” says Byers.

The results of those narratives are better patient records, which have positive impacts on both patient care as well as medical billing. “When doctors can put in narrative form their medical decision making and why treatments are recommended, it’s much more effective, relevant, and successful,” Razzouk concludes.

### **ABOUT NUANCE COMMUNICATIONS**

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