



Providing Ambulatory Enterprise Registration allowing for efficient patient documentation



CLIENTS FOCUSED. RESULTS DRIVEN

Virtelligence has had years of success by working with top healthcare professionals and organizations accompanied by a complete understanding of the Health-Care industry and the best resources available

| ABOUT US:

1998: Virtelligence firm was founded Minneapolis, MN

2005: Receives "Best Places to Work" Award by Minneapolis/St. Paul Business Journal

2007: Ranked #11 in "Fast 50" fastest growing companies in Twin Cities by Minneapolis/St. Paul Business Journal

2008: Wins "Top 500 Diversity Businesses" Award

2009: Named as Top 100 Healthcare IT Company in US by Healthcare Informatics

2009: Named to INC. 5000 magazine's fastest-growing private companies list

2012: Named third time as one of the "Best Places to Work" by Minneapolis/St. Paul Business Journal

2012: Ranked #13 in "Fast 50" fastest growing companies in Twin Cities by Minneapolis/St. Paul Business Journal

| THE CHALLENGE:

WVHU has been implementing the Epic Healthcare System throughout their organization. They have already completed the implementation of Prelude, Cadence, Resolute and Epiccare as well as supported a central billing office for the clinics across the enterprise. Based on that success they have been asked to provide that same skill set to six of the leading specialty clinics in the area. ENT, Ortho, GI, Urology, Wound, Plastic Surgery as well as Family Center for Medicine using Epic software for Community Connect build. The specialty clinics present their own challenge. The desire was to maintain one Service Area while providing separate billing office processes and financial information for billing purposes. Because of its reputation of providing expert consultants Virtelligence was asked to provide a dedicated team that would understand the scope of the project and assist in preparing and planning.

| THE SOLUTION:

Because of its experience the Virtelligence team engaged to advise the project team and leadership in preparing for this initiative. Specific objectives included:

- ☞ Advising on the project team organization to achieve the rollout goal and timeline.
- ☞ Identify and communicate any road blocks that may delay a scheduled go live.
- ☞ Development and management of the detailed project plan, planning staffing and resources, maintaining issues logs related to the design and build.
- ☞ Identify interfaces teams and any additional teams affected.
- ☞ Communicating plans with the program leadership and Site leadership.
- ☞ Engaging necessary resources from across the organization as needed and aid in building a detailed staffing model for go live.

THE RESULTS:

This plan supported the goal of achieving the challenge of each clinic. As a result of the project WVHU Specialty Clinics and Family Center for Medicine we provided Ambulatory Enterprise Registration allowing for efficient patient documentation. Work queues that will help organize follow-up activity to appropriate staff. Scheduling that allows them to remain flexible and maintain the ability take patient preferences into account in addition to professional billing that helps reduce A/R days by producing accurate claims, charge/claims scrubbing routines and the ability to follow-up and reporting that allows each clinic to track their individual revenue.