

# Desert West OBGYN Saved Three Full Time Salaries Through Digital Patient Information Partnership

## Overview

Desert West Obstetrics and Gynecology has provided the highest quality, compassionate care to women of all ages in northwest Phoenix since 1973. From well exams to family planning and disorder treatment, the clinic is proud to serve nearly 3,000 patients every week.

As a growing practice with five locations and 20 physician providers, the staff at Desert West have continually juggled growth while maintaining efficient in-office processes. When the Covid-19 pandemic hit, the challenge of finding and training staff only intensified and team members struggled to keep up with administrative demands related to patient health information management. With over 550 patients checking in and upwards of 80 FMLA and record requests received every day, management processes suffered, causing internal stress and frustrated patients. The clinic attempted to alleviate staff burdens by outsourcing record management to a different third party, yet the relationship proved unsuccessful after weeks-long delays continued and related compliance concerns exacerbated existing issues.

## Approach

Desert West began a new search for a vendor that could handle digital health information and ease the stress for staff members. The clinic initially established a relationship with HealthMark through the implementation of OTech software for web-based patient check-in, largely due to customer service and its ease of use. This has allowed the clinic to remain electronic and expedite the patient engagement process - all while helping to mitigate concerns about the spread of Covid-19 in-office. Shortly after the successful utilization of OTech, the clinic established record management within HealthMark's MedRelease™ platform. By offloading both patient intake and record management to a single partner, the client was able to redeploy three staff members originally dedicated entirely to these responsibilities, saving time, money, and improving patient satisfaction.

*"HealthMark has taken a huge load off of our shoulders so we can focus on day to day care...we are very impressed and don't have to worry any longer."*

Administrator

## Results



number of internal staff members currently solely dedicated to patient data management



the average number of seconds it takes for a patient to complete web check-in



the average number of hours to turn around all medical record requests

*Hours reflect total business hours.*

