



casetabs® Case Study

Orthopaedic Surgery Specialists

Burbank, Ca

Casetabs

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Physician's Office Solves Case Coordination Inefficiencies with Casetabs



Case Study Overview

Orthopaedic Surgery Specialists (OSS) is a full-service orthopedic center that treats a wide range of injuries and chronic pain issues. Areas of expertise include sports medicine, fractures and trauma, spinal care, hip and knee replacements, as well as treatment of

Like many physician offices, OSS had previously relied on manual, outdated processes for scheduling surgeries with ASCs. Scheduling a single surgery required countless text messages, phone calls, voicemails, and lost faxes between schedulers, insurance providers, and ASC staff. Surgery dates were then manually entered into a surgeon's Google calendar while an Outlook meeting request was sent to device reps. The process proved to be time consuming and

finding a solution to his group's scheduling problems. His outreach lead to Casetabs.

Dr. Raven



After being evaluated against other solutions, Casetabs quickly stood out for its ability to provide true end-to-end case coordination. While many solutions are able to connect the vendor rep to the surgeon, these solutions overlooked other key players essential for making a case happen. Casetabs was the only vendor to connect everyone requiring clearance for a case to happen, including physician office staff, ASC staff, anesthesiologists and device reps. Complete case communication and a holistic view of each progressive step of the case, helped separate Casetabs from the competition.

Casetabs in Action

OSS, along with Buena Vista Surgery Center where Dr. Raven serves as the Medical Director, signed on with Casetabs. Immediately impressed by the solution and its ability to greatly streamline case coordination, Casetabs now serves as an integral case communication

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Casetabs has replaced the need for manually faxing information by allowing everything to be done online.

hands, upper extremities, lower extremities, feet and ankles. Included among OSS' staff are five of Los Angeles' leading orthopedic surgeons. Since implementing Casetabs' cloud-based surgery coordination application, OSS has vastly improved office efficiency and reduced staffing costs, while creating a more streamlined, safer way to schedule surgeries with ambulatory surgery centers (ASCs). This study provides an overview of how this physician's office scheduled surgeries prior to Casetabs, and the benefits reaped after transitioning to online scheduling and case coordination via Casetabs.

error-prone. Tangled webs of verbal contact, texts and faxes increased the risk of miscommunication and missed documentation. Administrative costs buoyed at high levels because each surgeon needed his own scheduler due to the lengthy and cumbersome scheduling process.

Creating Efficiencies with Casetabs

Managing Partner and CEO of OSS, Dr. Raymond Raven, knew there had to be a more efficient way to coordinate cases. As an avid health technology follower, Dr. Raven reached out to his network of peers in hopes of

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They took the time to learn how things are done at our office, and the ASC, and adjusted the application to meet our specific needs.



tool for both OSS and Buena Vista Surgery Center.

Casetabs has replaced the need for manually faxing information by allowing everything to be done online. Once a case is submitted, an update is sent to everyone involved in the case. Information automatically syncs with surgeons'



Because every person involved in a case is looking at the same information, the exact content is seen by each person, which leads to fewer errors.



calendars, eliminating the need to update Google calendars for each surgeon. Additionally, device reps and all others involved with a case are automatically notified of the pending surgery. Casetabs systematically triggers scheduling tasks that staff must perform in order to receive all necessary clearances or documents. Casetabs also proactively alerts everyone involved when changes are made to a case. The time saved by not having to micromanage each element of a case has proven to be significant.

Akin to a project management tool, Casetabs streamlines tasks by providing an at-a-glance view of where the patient stands in the scheduling process and allows this process to be managed in one

central location. The dashboard view of each case makes things more efficient, while proactive alerts ensure no change is overlooked.

Easy Implementation

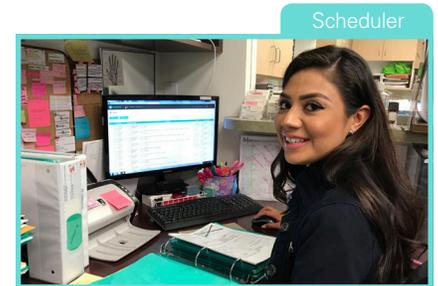
Because Casetabs is cloud-based, no hardware or software installation is needed. Within an hour the application was modified to meet

OSS' needs and made available to users. The system is extremely intuitive and required no training for general users. Once invited to join, users simply had to log into the application, reviewed a quick five-step set-up and were successfully up and running. OSS schedulers are the power users, and therefore can easily adjust settings if needs change.

According to Dr. Raven, "One of the things that stood out about Casetabs is the company's openness to suggestions and willingness to work with us to ensure our unique needs were met. They took the time to learn how things are done at our office, and the ASC, and adjusted the application to meet our specific needs."

The Results

Since implementing Casetabs, OSS has shifted scheduling resources going from five to three schedulers without missing a beat. This has allowed the other two employees



to work on marketing the practice, engaging patients more frequently and thoroughly prior to and after surgery, and helping with insurance verification/reimbursement.

When OSS sends case information to the surgery center, the risk of "never events", such as wrong-site surgery resulting from missed documentation or data entry errors, are greatly reduced. Having real-time case information available to those who need it has also increased patient safety. Because every person involved in a case is looking at the same information, the exact content is seen by each person, which leads to fewer errors.

Dr. Raven's advice to other physician offices, "Take a good look at the way you schedule surgeries now, and if there are inefficiencies then take a good look at Casetabs. We did, and couldn't be more pleased with our decision and the results."

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OUR MISSION

To meaningfully improve the way surgical case communication works.

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