

# Idaho Urologic Institute Case Study



## Overview

### Challenges

- Difficult to use, navigate, and train
- Poor billing and charge capture
- Inefficient, complicated processes
- Lack of available customizations

### Solution

- Substantial template action charges
- Elimination of manual charge inputs
- User-friendly, intuitive functionality
- Automated record sharing with the overall care team

### Results

- Faster ramp-up time
- Improved revenue capture
- Minimal scheduling errors
- Easier sharing of patient data

## See the Full Picture

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Idaho Urologic Institute



Since 2005, Idaho Urologic Institute (IUI) has been devoted to providing the most advanced comprehensive urologic care for the Gem State's men, women, and children. IUI's network of offices throughout the Treasure Valley area required a powerful, yet easy-to-use electronic medical record (EMR) to properly capture billing charges, streamline scheduling, and enhance practice communication – something it wasn't getting from its previous solution. Idaho Urologic Institute turned to iSalus.

## Challenge

IUI's staff was having a host of issues with their previous EMR software, such as too many steps to complete simple actions, an inability to customize electronic health records, poor billing and charge capture, a lack of interfaces with labs and radiology, error-prone manual entry tasks, and scheduling errors. What's more, the old and outdated user interface made it difficult to use and challenging to train new employees.

"We had been with our old EMR for 12 years, and we were failing to see any improvements or upgrades on the platform. We had been with them

for so long that it had become easy to be complacent with it," said Missy McClenahan, physician assistant at IUI and one of the team members responsible for seeking a better solution. "Our physicians were unhappy with the time-consuming documentation process. It was cumbersome, and the interface looked like an old DOS computer screen. We wanted a system that was more streamlined and easier to navigate without as many clicks. We also struggled with capturing some of our billing because it was such a manual process."

## Solution

After searching and evaluating multiple solutions, IUI choose UroChoice by iSalus — a top-rated Urology EHR. “UroChoice is so much easier for our team to use and understand,” said McClenahan. “Every important patient metric can be seen on one screen, and the patient summary gives us quick and easy inputs for lab results, medications, and vitals. The configurable templates also give us a simple way to document every process and procedure.”

## Results

iSalus equips IUI with all of the functionality and resources it needs to provide exceptional care to its patients. From real-time, single-click insurance eligibility checks to innovative scheduling and seamless claim submissions, iSalus helps automate many of IUI’s daily tasks. “We utilize template actions for many processes, like charges and prior authorizations,” said McClenahan. “In fact, we’ve automated nearly anything that can be automated.”

The benefits that iSalus has delivered have been numerous — even resulting in both time savings and financial growth. “Previously, we were struggling with capturing some of our billing,” said McClenahan. **“Within the first six months of being with iSalus, we captured over \$300,000 in previously un-documented charges. iSalus has helped improve our revenue, streamline documentation, and nearly eliminate human error.”**

“It was a new world for us to have electronic intakes,” continued McClenahan. “We used to be very paper-based, and we were able to transition to a paperless system. The new system is also more convenient for patients, as they can fill in electronic forms while waiting in the lobby.” Patients can also easily access their personal health information — and communicate with their care team — at any time in a secure, intuitive patient portal.

The iSalus mobile app also provides dictation features and gives physicians tools to capture patient images, access medications, and send HIPAA-compliant communications to team members. The staff is now better equipped to handle day-to-day tasks

At the heart of the pandemic in May 2020, Idaho Urologic Institute went live with UroChoice, which was accomplished without the need for an on-site implementation team. The iSalus team was on call for remote help, as well as specific training every step of the way, especially as IUI worked to migrate historical data into the new system.

and physicians can enjoy a much-improved flow of information between all parties.

“Not only has the solution been a game-changer for us, we also appreciate the ongoing support and training we’ve received from iSalus,” said McClenahan. “Adopting UroChoice has been one of the best decisions we’ve made as a practice, and it’s led to better outcomes across the board.”



**Our lab was consistently in the red with the old system, but within six months of being with iSalus, we captured \$300,000 in charges and are now very much in the green from efficiency and capturing billing. It has been substantial.**



– Missy McClenahan,  
Physician Assistant at IUI