



Case Study

Intel® Xeon® processor
technology



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See Improvement Clearly With Intel

ACCRA Med’s Filopto helps doctors keep an eye on business efficiency

Eye care professionals often struggle with effective ways of integrating and managing EHR files with business processes including inventory management and accounting. With ACCRA Med Software Inc’s Filopto* Practice Management System, opticians, optometrists and ophthalmologists can manage inventory, submit claims electronically, electronically file patient records including imaging files from X-ray and retina exams, and create reports to benchmark business performance to identify areas of inefficiency.

“The whole system is geared to improving efficiency and maximizing revenue,” says ACCRA executive director Charles Bujold. “We provide the analysis tool to manage patient EHR files, while letting owners see when receivables are falling behind, inventory is too high, track pending claims and more. To be effective, we need to ensure the software runs on reliable infrastructure with enough power to serve up information quickly. No one wants a patient to wait.”

ACCRA recommends servers with Intel® Xeon® processor technology, connected to either desktop or notebook computers with Intel® Core™ 2 processor technology or Intel® Centrino™ processor technology.

“Filopto is enabled to run effectively on a multi-core and multi-threaded environment. When you have a large number of users, you want a server that can handle queries to the database and bring back results fast,” says Bujold. “Multi-core and multi-threading processing lets you do more work in less time.”

When Winnipeg’s RMC Dispensing Group installed Filopto, it upgraded its network to a custom-built server powered by Quad Core Intel Xeon processors to interconnect its two locations.

“Speed and reliability are important for us, which is why we chose Intel. When we’re dealing with patients, we don’t want them waiting while we refresh a screen,” says Comptroller Tracy Larone. “All our patient information, appointments, and inventory are managed with Filopto so we can’t be down. It would cost us time and money to recover from a failure, and ensuring accuracy would be a nightmare.”

Managing Business Efficiency

Before migrating to Filopto, RMC was using an electronic system for government filings and record keeping but Larone says it wasn’t efficient. She was using one system to enter receivables and another to age them; double-entering all data.

“We were looking for a single system that would allow us to access and report on our information,” says Larone, who estimates she’s saving 75% of her time. “We’ve seen a time saving of almost one staff person, freeing me up to do other things.”

Bujold says he’s had clients report improvements in inventory management of 20%, and reduced write offs due to errors in filing insurance claims by as much as 25%. One client has been able to improve patient care while improving his billings by ensuring he captures all the codes needed to bill for every service he has provided.

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Reliability Key to Client Care

With patients waiting for appointment information or to know if an item is in stock to make a purchase, speed is essential. With a network infrastructure built on servers with Intel Xeon processor technology and desktop computers running Intel Core 2 processor technology, RMC has the speed and power they need to run multiple applications at once.

"When a patient calls in, we can check if an order is in the office or out at the lab, which saves time. It's also much easier to schedule appointments because we can track recalls and have alerts that pop up when we need to schedule specialized appointments for specific patients," says Larone.

Larone says electronic filing with Manitoba Health speeds payment of claims and notes they are saving staff time because they can check the codes needed to accurately complete and file a claim faster than before.

"While I can't quantify the improvement, the system definitely gives us better access to information," adds Larone. "We have the same staffing levels we started with but roles have changed. We are so much more efficient."

Having all client information and orders stored in one place makes it easier to retrieve data. RMC has integrated its OptoMap* retina exam machine into Filopto allowing them to store electronically the results of a retina scan. Bujold notes that these large images need fast processing. "We could be moving diagnostic images that are 100 MB in size but we can't slow the system," he says, adding the multi-core machines and hyper-threaded applications help manage the processing of these large files.

RMC plans to fully implement electronic patient records, including having doctors using tablets or notebooks in the exam rooms. Larone says they sized their server to handle the increased processing power that would be required as business expands.

Inventory Streamlined

At RMC, customers can buy their eye glasses, accessories and contact lenses in store. In the past, inventory could take a whole day. Today, Larone estimates inventory can be done in a few hours and the results are much more accurate.

RMC uses a bar code reader that's connected via Wi-Fi to the server powered by Intel® - technology. Each office uploads its inventory to a centralized database allowing Larone to quickly see results from both operations rather than waiting for a written report at the end of each month.

Staff can pull reports to see how many patients who come in for an eye exam also buy eye glasses, or which patients might be interested in knowing about a sale. Before, they'd need to scour paper records for this kind of purchasing data. It's easier than ever to tailor purchases or marketing to patient needs.

About RMC Optometric Group

For more than 40 years, RMC Optometric Group has been providing Winnipeg and area residents with comprehensive eye care, optometry and dispensing services. With two offices and six doctors supported by a staff of 19, the company has shown consistent growth annually.

About ACCRA Med Software Inc.

Based in Moncton, New Brunswick, ACCRA Med Software Inc launched Filopto in 1994 to serve the eye care industry throughout Canada and the U.S. by providing innovative practice management software.



For more information on Intel® Xeon® processors, visit www.intel.com/go/xeon

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