

# Nextech | CASE STUDY

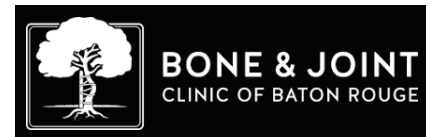
## SRS PRO TELEHEALTH | BONE & JOINT CLINIC OF BATON ROUGE

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– Debbie Darby, Chief Operating Officer

### Profile

The Bone & Joint Clinic of Baton Rouge has serviced the residents of South Louisiana for more than 70 years. Over the decades, they have grown their team to more than 125 employees and 15 specialty physicians, 13 licensed mid-level providers as well as certified orthopedic technicians and registered radiological technologists. Their facility treats patients of all ages to correct problems caused by accidents, sports injuries, disabilities and degenerative diseases such as arthritis.



### A Rough Start

Like many practices at the start of the COVID-19 pandemic, the team at Bone & Joint Clinic of Baton Rouge had to limit operations to reduce the risk of infection when the outbreak began. "We reduced our hours to half and closed our weekend walk-in clinic. We were seeing far fewer patients than normal when the pandemic first occurred," said Chief Operating Officer Debbie Darby. Only patients that required immediate care were seen during that time.

As the spread of the virus progressed and lockdown orders were put in place, it soon became apparent that as many patients as possible would have to be transferred to telehealth visits. However, since they did not yet have a preexisting telehealth solution, they hastily implemented a readily available solution with Zoom. This led to a chaotic telehealth experience that started everyone, providers and patients alike, off on the wrong foot.

"We were using Zoom at first," explained Darby, "which caused numerous issues and confusion with patients. This led to a general sense of frustration among our patients as well as our staff."

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## Implementing a Better System

When Nextech released its fully integrated Telehealth solution for SRSPRO, Darby saw an opportunity to bring order to the chaos. Once implemented, Nextech's Telehealth solution improved the entire experience for patients and allowed them to continue delivering quality care. "The ease of our EHR system encouraged the doctors to try Nextech Telehealth," said Darby.

"It has definitely improved patient engagement as well," she continued. "It provided an excellent way to go over MRI results from previous visits when in person follow up visits had to be postponed due to the pandemic."

Nextech Telehealth also made it possible for Darby and her team to improve billing and revenue during the pandemic. "Telehealth allowed us to bill for visits so that patients who did not need or want to come into the office could still have visits with their doctors," explained Darby. "So many of the clinics in this area are promoting telehealth. I think not offering it would have led to negative impacts on our practice."



## Continuing with Nextech Telehealth

As the Bone & Joint Clinic of Baton Rouge moves into the future beyond the pandemic, telehealth will continue to be a powerful tool for delivering quality virtual care as well as ensuring ongoing practice success. In fact, telehealth has come to be seen as a necessity by many of their patients.

"Patients are now asking if we offer telehealth," said Darby, "which has come to be an expectation among patients. I think to deny patients access to telehealth is a huge mistake. For patients who live in the surrounding areas, it has been especially beneficial. They don't have to deal with traffic or miss too much work and can get their results quickly without having to wait in a doctor's office."

"I also think it will allow appointment slots to be added to the physicians' schedules," she continued. "The physicians have a limited number of exam rooms that can be used at any given time, so supplementing with telehealth will allow them to schedule more in-person visits. An MRI result visit could easily be done through telehealth, freeing up rooms to allow more acute issues to be treated in the office."

As the Bone & Joint Clinic of Baton Rouge continues forward with Nextech Telehealth, they will have the power to offer uninterrupted continuum of care while remaining competitive in the modern healthcare market. As they evolve and adapt to the everchanging world of healthcare, Nextech will be there to support and serve their needs for EHR, Practice Management, Telehealth and beyond.