



CareLynks Brings Efficiency to Top Ranked Arizona Pain Management Practice

CASE STUDY

“I wanted to give you an update on how things are going with CareLynks here at The Pain Center of Arizona. We love it. LOVE IT.”

-Tessa Carney

THE PROBLEM

The Pain Center of Arizona was in agony dealing with paper forms completed by patients. With 10 clinics and 2 surgery centers, The Pain Center’s staff see more than 2,000 patients each week. The consent, demographic, insurance and history documents filled out and signed by these patients

created an overwhelming amount of paper. These paper documents also resulted in many hours of labor for the front desk staff who had to rekey the data into the EMR and PM systems as well as scan, index and shred all of the documents.

THE OPPORTUNITY

The Pain Center of Arizona was searching for a method to eliminate all this paper waste and labor overhead as well as electronically capture the signed forms and patient data in their EHR. At a user conference, a staff member from The Pain Center found an innovative paperless solution —

CareLynks from Logical Innovations. Further investigation of this product by The Pain Center led to their decision to implement CareLynks based on its powerful functionality, speed, ability to customize documents, ease of use, and low cost.

GOING ELECTRONIC

Logical Innovations helped The Pain Center migrate their forms and consents from paper versions to digital templates. Now, using tablet devices, The Pain Center’s patients fill out and sign documents using modern, convenient software. CareLynks saves the electronically signed documents as PDF files and sends them directly to

the patients’ charts. Tessa Carney, EMR Specialist at the Pain Center has commented that “It is really easy — I held one 15 minute training session for all the office managers and they got it right away. They taught their staff and I haven’t had to do any retraining. Building document templates is simple to learn.”

CareLynks Savings at the Pain Center of Arizona

DOCUMENTS SIGNED:
84,000

SHEETS OF PAPER SAVED:
180,000

EST. YEARLY SAVINGS:
\$95,000.00

THE SAVINGS

The Pain Center has seen a major return on investment. Over the past year, 84,000 documents have been filled out and signed electronically with CareLynks. The Pain Center has also eliminated the time and costs associated with processing 180,000

sheets of paper. Ms. Carney stated “Our compliance officer loves that the documents are in the chart right away, billing doesn’t have to wait for AOB/HIPAA forms to be scanned & assigned, and the offices look so much cleaner without all that paper around.”

With relief from paper documents, The Pain Center is now free to spend more time caring for patients.