



Portland Pediatric Practice Leverages CareLynks New Technology, Allowing Increased Focus on Patient Care

CASE STUDY

“When the providers walk in, the screening is complete and scored for them, all they have to do is review the data and sign.”

–Annie Cain

CareLynks Savings at Pediatric Associates of the Northwest

ANNUAL PATIENT VISITS:

45,000

DOCUMENTS SIGNED:

100,000+

EST. ANNUAL SAVINGS:

\$44,000.00

THE PROBLEM

Pediatric Associates of the Northwest (PANW), an innovative pediatric practice in Portland Oregon, sees over 900 patients a week. PANW wanted a tool to automate the collection of signatures and patient data while eliminating paperwork. PANW’s first attempt

was unsuccessful — the initial product they tried was often down or undergoing unscheduled maintenance. PANW went back to their paper documents until they could find a reliable product that fit their workflow needs.

SEARCHING FOR A SOLUTION

Looking for a replacement product, IT Manager Annie Cain wanted something different as many of the products they investigated had limited functionality. “We wanted more than a technology that took care of front desk forms, we wanted it to actually integrate with the EHR.”

PANW was familiar with Logical Innovations, having successfully used their Visual Form Editor (VFE) software since 2008 to build custom Encounter Forms. “We were pretty excited to hear about the CareLynks software from Logical Innovations and the way that it integrated with our EHR,” said Ms. Cain.

IMPLEMENTING CARELYNKS

“We decided to purchase CareLynks and do a phased implementation. When we went live, we started with our front desk forms: permissions, authorization to treat, financial statements,” continued Ms. Cain. “Those forms went great; they worked wonderfully. Logical Innovations support was really responsive and helped us get those documents out before we did the big launch of our clinical documents. The front office part went spectacularly — families like it much better, it’s faster, and it’s cleaner than paper or laminated sheets, but that wasn’t our end goal.”

“Once we got the PM documents implemented, we moved to launch our clinical forms. We started with adolescent screening: the CRAFT, PHQ-2, PHQ-9, and an Edinburgh screen for postnatal depression. We collect the data from patients using CareLynks. Once the patient fills out the document, the data goes right into our EHR system and can be pulled directly into our Encounter Forms. The screening document is also stored as a PDF attached to the chart. When the providers walk in, the screening is complete and scored for them, all they have to do is review the data and sign.”

THE SAVINGS

PANW has used CareLynks not only to have patients fill out and sign registration paperwork, but to capture data from patient screens and make it immediately available to their providers rather than having to manually re-enter data captured on paper forms. The process is seamless and the CareLynks software has not had any

outages since they started using it over a year ago. By eliminating over 100,000 paper forms per year and the labor associated with processing those forms, PANW has an estimated annual savings of \$44,000. More importantly, elimination of all that paperwork allows staff to spend more time focused on their patients!



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