

Connecticut Orthopaedic Specialists, P.C.

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Background

Connecticut Orthopaedic Specialists (COS) is a premier team of orthopaedic surgeons with seven high-volume offices in Connecticut. As a multi-site practice, COS was burdened with the daily challenge of managing the inefficiencies of paper patient charts. After a lengthy investigation and evaluation of many vendors’ software solutions, COS determined it needed an easy-to-use solution that could eliminate its paper charts without slowing down the physicians.

Statistics

Location:	Hamden, CT
Size:	19 providers, 7 locations, 167 SRS users Over 37,000 active paperless charts, 1,200 new patient visits; 4,500 established patient visits monthly

Solution

Connecticut Orthopaedic Specialists selected SRS Clinical Manager™, a digital solution that provides powerful workflow tools such as messaging, electronic prescriptions, referral order management, integrated transcription services, and customized flow sheets with an award-winning clinical document management engine that eliminates the need for paper charts. After reviewing other options, including EHRs, COS determined that EHRs were too complicated and would slow the physicians down, impeding patient flow. SRS was the only solution that didn’t require physicians to drastically alter their daily routine while providing fast access to information for the entire staff.

David Troutman, IT manager, says, “SRS has given us faster access to patient information. In emergency situations, we used to fax information from charts back and forth among our seven offices. With SRS, digital charts are instantly accessible from every office, the hospital, or the doctors’ home computers.”

“Our patients are receiving better care because of SRS. Medical records can be printed and provided to patients immediately upon request. Patient inquiries are handled faster, which improves patient satisfaction levels,” states Troutman.

“Lab reports are sent directly to the physicians’ inboxes so they can review and sign off on them immediately,” notes Troutman. “With SRS, we have identified a technology partner that has helped make our practice significantly more efficient.”

Benefits:

- No more chart searches
- Enhanced communication among staff and physicians
- User-friendly software
- Improved patient care
- Charts organized by date and category
- Patient calls handled more efficiently

Results:

- Saved \$30,000 on chart supplies in first 18 months
- Eliminated 3 file clerks
- Created 2 new offices in place of 37 filing cabinets
- Expanded reception area for additional receptionist
- Eliminated holding area for charts
- 25,000 square foot facility with no chart room

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