

SUCCESS STORY

Denton Regional Urgent Care Thrives in Highly Competitive Market with T Sheets®



Denton Regional Urgent Care Center

Location

Denton, Texas

Solution

- T Sheets for urgent care

Results

- Increased satisfaction for both clinicians and patients
- Complete and accurate documentation has ensured reimbursement
- Improved patient throughput

The Challenge

Denton Regional Urgent Care Center provides convenient access to urgent care services for adults and children in Denton, Texas, a suburb of Dallas. Spiking patient volumes, varying acuity levels and an increasingly competitive local urgent care market led Denton Regional Urgent Care Center to look for a new documentation solution that would help them facilitate safe, effective and efficient care. In order to achieve their goals, they were looking for several features in a new documentation solution:

- Urgent care-focused clinical content and workflow
- Ability to optimize reimbursement and support billing system requirements
- ICD-10-readiness that wouldn't impact productivity
- Fast, accurate and efficient documentation to improve patient throughput and satisfaction
- Affordable but without compromising quality

The Solution

Denton Regional Urgent Care Center implemented T-System's T Sheets for urgent care, a paper template charting solution with urgent-care specific clinical content based on the patient's chief complaint. With more than 80 standardized chief complaint templates and an intuitive design, clinicians can easily and accurately document patient encounters at the point of care using T-System's circle and backslash method.

To ensure compliance with federal regulations and industry best practices, T Sheets clinical content is regularly updated. This helped Denton Regional Urgent Care feel confident that important regulatory information was being accurately captured at each visit. For the upcoming ICD-10 implementation, the

T Sheets include ICD-10-ready clinical content which prompts the physician to document the appropriate amount of specificity for ICD-10 without requiring them to memorize long lists of codes.

The Results

After implementing T Sheets, Denton Regional Urgent Care saw improvements in patient care, patient satisfaction, employee satisfaction, efficiency and reimbursement.

“The T Sheet shows the patient’s story from start to finish without having to document it multiple times,” said Patrick LaFontaine, RN, CEN, CPEN, EMT-P, clinic operations manager at Denton Regional Urgent Care Center. “This cohesive story makes it easy for everyone in the care process to view, access and interpret the medical record, and has resulted in measurable improvements in patient care, reimbursement and satisfaction for both clinicians and patients.”

Denton Regional Urgent Care was able to make some important process changes that improved patient satisfaction after implementing T Sheets. With the structured, clinically relevant content on each T Sheet, providers and administrative staff alike are able to easily view the record at any time and keep the patient informed of their status. Denton Regional Urgent Care now notifies patients every 15 minutes of their status to keep them well-informed which has improved both patient safety and satisfaction.

Appropriate reimbursement for visits has been another major benefit of T Sheets. Denton Regional Urgent Care’s coding and billing department was impressed by how thorough and easy to read the information was on the T Sheet. Complete and accurate documentation has in turn optimized coding and billing and ensured accurate reimbursement for all visits.

T Sheets have helped Denton Regional Urgent Care Center remain a popular option for urgent care in an increasingly competitive market. The streamlined workflow and relevant clinical content have improved patient throughput, increased satisfaction and most importantly, enabled the clinicians to spend more time with patients.

“The T Sheet shows the patient’s story from start to finish without having to document it multiple times”

– Patrick LaFontaine,
RN, CEN, CPEN, EMT-P,
Clinic Operations Manager