

Intel Stretches Efficiency At Go! Physiotherapy



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CHALLENGE

- **As a new physiotherapy clinic**, Go! Physiotherapy Sports and Wellness Centre* wanted to offer patients optimal care but needed to keep an eye on bottom-line costs and administration.

SOLUTION

- **Mobility and Cloud Combine:** Leveraging cloud services for online booking and electronic medical records, combined with Intel®-powered laptops, give therapists at Go! Physiotherapy and their clients the right combination of self-serve features and instant access to information.

IMPACT

- **Dell Vostro* 3550 laptop** powered by the 2nd Generation Intel® Core™ i5-2450M processor connects to cloud-based electronic medical records, speeding file review and facilitating treatment notes.
- **Online booking system** slashes missed appointments, improving staff productivity.
- **Video conferencing, video-recording** exercises and X-ray or MRI reviews on an Intel® Core™ i5 processor-based Dell Vostro laptop help physiotherapists explain patient conditions and demonstrate proper exercise form to improve treatment and outcomes.

After more than 10 years practicing in clinics in the greater Vancouver area, Grace Cheung and her partners wanted to take a different approach to patient care.

"We wanted a physiotherapist-directed sports and wellness centre ... a place where we would be able to provide not just physiotherapy but other aspects of sports and wellness like massage, intramuscular stimulation (IMS), acupuncture, sports athletic scans and medical services," Cheung recalls. Together with her two partners, Cheung opened Go! Physiotherapy Sports and Wellness Centre, a clinic that is dedicated to the recovery and rehab of elite athletes, weekend warriors and everyone in between.

When it comes to service delivery, Cheung immediately looked to technology to streamline operations and reduce overhead, while ensuring patients have access to information every step of the way. Electronic medical records (EMR), online booking systems and access to

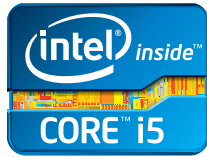
information in treatment rooms using laptops were the right fit.

She recently upgraded to a new Dell Vostro* laptop powered by a 2nd Generation Intel® Core™ i5 processor to get more speed. "I wanted to get something that was fast and affordable," she said, noting when pulling up video or images with patients they don't want to wait "It is very fast and very easy to use. I just don't like waiting.

"Charting has also been much quicker. My older computer was slower to load and a lot more finicky. The new machine has sped things up and saved me a lot of time," she says, adding "it has been a huge cost saving benefit to have all this technology right at our hands."

Paper Pulled From Charts

Rather than have an administrator pull charts every morning and re-file them nightly, Go! Physiotherapy chose a cloud-based EMR solution, which can be accessed anywhere at any time.



“Cheung estimates online charting saves each therapist at least 20 minutes a day, which with three fulltime and one part-time therapist translates into a total savings of 60 to 70 minutes every day.”

“In my previous clinics, it was manila folders, papers and chicken scratch writing. Papers from those files were getting lost all the time and only one person at a time could handle the file,” she recalls. “Since legally all those papers have to be stored for 7 years, these files can take up a lot of space. Using electronic records saves a lot of trees, saves space and saves time.”

All Go! Physiotherapy health care providers use Intel-powered laptops to access a patient’s record while in the treatment room and when the treatment is complete, they close out of the online EMR system knowing all the session’s information is securely saved. In addition to the security feature of having information stored off-site, EMR allows multiple practitioners to consult on a single patient.

“I would say we’re saving at least an hour of work filing and preparing charts for that day,” says Cheung, noting they can pull up the file in less than 2 minutes when a patient schedules an appointment at the last minute, and there are no worries about not being able to read what’s in the chart or if pages have gone missing. Cheung estimates online charting saves each therapist at least 20 minutes a day, which with three fulltime and one part-time therapist translates into a total savings of 60 to 70 minutes every day.

In addition to the benefit of less administration and faster charting, Cheung says going paperless has helped support the office esthetic. “We’re all about offering a clean and calm environment with bright open spaces. Cluttered files would take away from that look,” she adds. “Our technology has added to the enjoyment and experience of being here.”

Missed Appointments Slashed

Using another cloud-based service, Go! Physiotherapy offers its patients online booking options so they can see available appointment times at any time and don’t have to wait for the office to open to schedule a treatment.

“We can book appointments from anywhere, and patients can book their next appointment up to 2 hours prior to the appointment,” Cheung says, noting she can monitor her schedule easily on her Dell laptop.

Cheung says it wasn’t unusual in other clinics to have a few late or missed appointments, as well as double bookings every week but with online bookings this problem is eliminated. “I can count on one hand the number of missed appointments in the last three years. It’s very rare!

“I think it has helped increase our business. People can go online at 1 AM and see if we have free time. It empowers our clients to book appointments when they need us. We are able to fill our schedule, we have fewer no shows, fewer cancelations and clients are happy they don’t have to wait on hold or for call backs to schedule appointments,” she said, noting more than 50% of appointments are booked online so when combined with EMRs, Go! Physiotherapy hasn’t needed to hire administrative support, replacing one full-time position with casual or part-time help.

Enhancing Education

Go! Physiotherapy uses a number of technologies to help patients understand their injuries, including videos, educational articles online and looking at their MRIs or X-rays on the computer to point out problem areas. They also create exercise routines to aid in treatment. When sitting with a patient, Cheung needs her 2nd Generation Intel Core i5 processor-based Dell laptop to quickly load video so patients aren’t waiting.

“We translate all the medical jargon for them and use other images or video to help them visualize what is happening with their body,” she says, adding “the more they understand about their bodies the better people tend to do in terms of recovery.”

Prior to leveraging technology, Cheung says they’d pull out medical texts to show

anatomy drawings. Online videos, as well as taking video of the patient helps bring the issues and problems to life.

"We take video or pictures to help client remember exercises or correct posture which we can send home with them," she says, adding she'd like to add an online portal for patients where they can download relevant articles in addition to their exercise routines.

Virtual Follow up

Cheung has done volunteer work providing physiotherapy services to patients in Uganda and China. When she first began to volunteer abroad, Cheung was only using technology to stay in touch with family and friends but now she's able to use her laptop to deliver the same level of patient educational services as she does at home.

"I now use the laptop like I do here for educational purposes and compiling exercises," she says. "Coming back home to Vancouver, I am also able to continue with some consultations, checking on form and exercises as a follow up. I will get on Skype* and talk to some of these people to make sure everything is going well with them."

This experience has led Cheung to explore how technology can be further leveraged to provide physiotherapy services in remote or under-served areas. She's currently talking with another physiotherapist about the possibilities.

"If you have Wi-Fi connection, anything is possible," she says.

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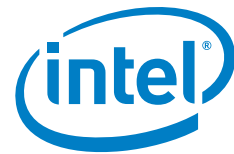
ABOUT GO! PHYSIOTHERAPY

Located in Vancouver, BC,

Go! Physiotherapy Sports and Wellness Centre was founded in 2008 to help patients in Dunbar, Point Grey and surrounding areas to remain active and achieve physical goals with quality orthopaedic physiotherapy and acupuncture services.

www.gophysiotherapy.ca

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