



Cycle Through the Success of Ortho NorthEast's Instant Access Clinic

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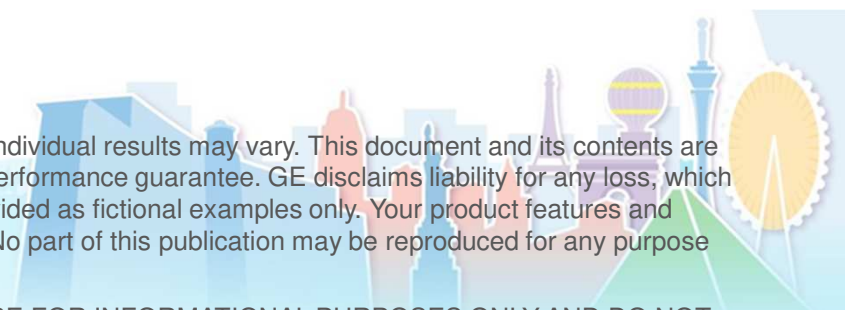
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Ortho NorthEast

- **An Orthopedic practice founded in 1962**
- **14 locations throughout northeast Indiana**
- **79 Providers**
 - **35 Physicians**
 - **30 Advanced Practitioners**
 - **14 CRNAs**
- **Part Ownership of**
 - **Orthopedic Hospital**
 - **Surgery Center**
 - **MRI**
 - **PT**



Objectives

- **Learn how Ortho NorthEast implemented an Ortho Walk in Clinic**
- **Discover how we use reports derived from data through GE Centricity to determine the quality of the Walk in Clinic**
- **Understand how we use our Centricity for our appointment scheduling triage form**



Pre Clinic Conversations

- **Goals**
- **Staffing**
- **Clinic Space**
- **Guidelines**
- **Advertising**
- **Reporting**



Goals

- **Capture New Patients**
 - **More convenient options**
 - **Better accessibility**
- **Stay competitive**



Timeline

February 2016 – Opening Day

Urgent/Acute Clinic

1 Location, 1 Provider

3 days/week

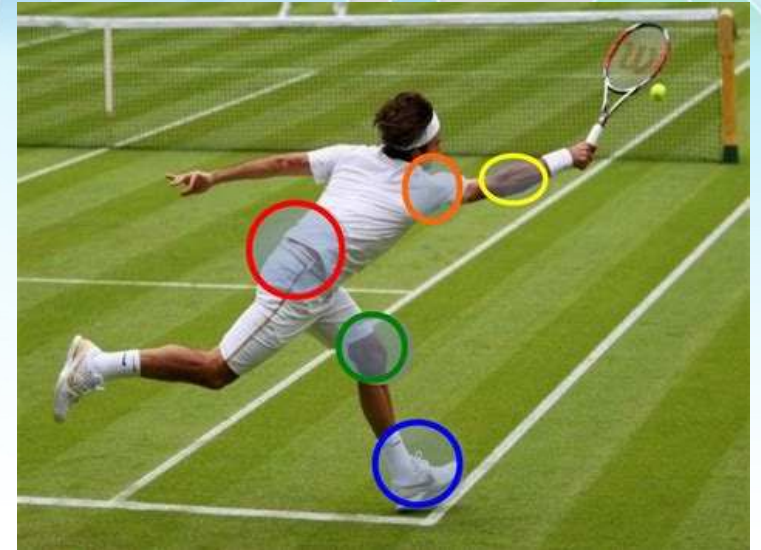
April 2016

1 Location, 2 Providers

5 days/week

January 2017-Present

2 Locations, 4 Providers (2 PRN)



Staffing

- 4 Providers
- 2 PRN
- Emergency Coverage
- 12 hour shifts
- Hourly vs Salary (incentive)
- Schedule
- Vacation coverage
- Pop up Day



Staffing

- **Clinical**
- **X-Ray**
- **Front Desk**
- **Security**
- **Cast Tech**
- **Phones/Operator**
- **IT/Tech Support**
- **Pre-Cert/Billing**



Clinic Space

- **New space vs existing space**
- **Separate entrance**
- **2 Rooms**
- **Locations**



Pre Clinic Conversations

- Goals
- Staffing
- Clinic Space
- **Guidelines**
- Advertising
- Reporting



Basics

- **Hours**
 - 8AM-8PM
 - Monday-Friday
- **Lunch coverage**
- **Will See/Won't See**
- **Scheduling**
 - Triage Form
 - Templates
 - Follow Up Appointments
 - Supervising Physician



What OrthoNOW Does NOT See

- Chronic pain management - schedule an appointment
- **Work-related injuries unless there is a note in PM/ EMR pre-approving**
 - If no note, patient must have employer call office to provide authorization
- **Concussions**
 - The patient will be provided a handout by Front Office staff with his options:
 - He can go to an ER, a Redi-Med, or a Parkview First Care evening clinic
 - If patient is an athlete from an ONE school, the patient can decide to schedule with Dr. Mattox the next day; otherwise, Dr. Mattox will not see
 - The handout will include signs to look for that will trigger emergency treatment
 - Front office staff will place note in the chart documenting the handout was given and discussed with the patient
- **Injuries/conditions that need ER treatment, such as:**
 - Open fractures
 - Head trauma/ injury
 - Cuts and wounds, deep lacerations, excessive bleeding from an injury, **however** if patient presents with these injuries:
 - Provider should render as much emergency care as possible until EMS arrives
 - **OR** Provider should determine:
 - The patient is stable enough to leave ONE and go to ER
 - Mode of transportation to ER (EMS/ driving themselves or a friend)
- **OrthoNOW does not see the following situations:**
 - Who **cannot pay copays and prepayments** prior to being seen (document in EMR)
 - If patient does not have copay/ prepay, must schedule with the subspecialty, or they can come back with payment
 - **Copay** can be waived in certain situations (use your best judgment... **MUST BE RECORDED**)
 - **Prepay** can be waived **ONLY IF** patient is referred by Parkview ER
 - if ref by any other facility or self, schedule **NEXT DAY**
 - **Terminated** patients, or any patient with **ANY** kind of alert note restricting access to ONE – give Patient Support Services Team card (see following on how to handle/ document)
 - **Follow up from OrthoNOW** (with exception of buckle fractures, follow up infections, or at patient's request for an evening appt)
 - **Follow up from a test** ordered by an OrthoNOW provider (schedule with AP in that specialty)
 - **Does not do epidural steroid injections**
- **Specific conditions**
 - No boils
 - No nose injuries
 - No ingrown toenails/ diabetic foot care
 - No nail issues of any kind
 - No non-orthopaedic medical problems
 - No deformity of the ankle, knee, elbow or shoulder
 - No burns
 - No rib contusions/ fractures
 - No animal bites
- If patient has an upcoming appointment but symptoms are worsening, try Midlevel for that body part if in building that day, if not, place on WIC schedule
- Will send any patient back that has been referred by one of our physicians or has been placed on the schedule by an ONE staff member / scheduler.

Will See / Won't See



Billing & Insurance



- **No Insurance**
- **Pre-Cert**
- **E&M Charges**



Triage Scheduling Form

Triage Scheduling: Susan !Fake

Name of Caller: Susan [Update previous](#)

Relationship of Caller: Scheduler

Insurance: Anthem

Sport related? Yes No

Referred? Yes No by: Dr. Smith

Work Comp? Yes No

Mass/Lesion? Yes No

Is the physician's office on the line? Y N Fax Referral

Main Reason for Call:

pain fracture

swelling sprain

injury trauma

deformity Other: _____

PainONE Physiatry

How long has the problem been present?

D: _____ W: 6 M: _____ Y: _____

Unknown

Patient not calling. [?](#)

Sx Consult 2nd Op

Side: Right Left Bilateral

Scheduling Locations: Zip: 46815 [Enter](#)

County: Allen City: Fort wayne State: Indiana

100 Mile Rule: OK to schedule.

Body Part: Medicaid Rx: OK to schedule, patient does not have Medicaid Ins.

Ankle
Arm
Clavicle
Coccyx
Elbow
Finger
Foot
Hand
Head
Heel
Hip
Knee
Leg
Pelvis
Ribs
Spine
Shoulder
Toe
Wrist
Whole Body
Other

Additional Information:

MVA Fibromyalgia

Previous Sx on this body part? Yes No Unknown

Sx information unknown

Type of Sx: Total Date: 12/06/2016

Physician: Dr. Smith Phone: _____

Facility: Ortho

Confirmed that SX needed?

Need Total Knee

Torn ACL

Torn Meniscus

Torn Labrum

Region:

Patient is eligible to schedule with OrthoNOW

Refer patient to OrthoNOW

Schedule With: Override Ins

Doctors **Advanced Practitioners**

Brett F. Gemlick MD
John C. Pritchard MD
Stephen A. Wright MD

Brian Yochim PA
Adam Pratt PA
Kristin Villa PA

Due to: _____

If not listed:

Scheduled with: _____

Due to: _____

Stuck? View a physician's preferences:

Physician: _____ [Go](#)

[Evening Clinic Schedule](#)

[SNF Incomplete](#)

Imaging Studies:

X-Ray pt bringing xray No X-Ray

Facility: Auburn Open MRI Unknown

Location: Auburn, IN on: 01/09/2018

Xray body part: knee rt

MRI pt bringing mri No MRI

Facility: _____ Unknown

Location: _____ on: _____

MRI body part: _____

Other: None pt bringing test

Physician: _____ No other testing

Facility: _____ Unknown

Location: _____ on: _____

Image Script read

New Patient New Problem

PM Text: [Generate Text](#)

TT Susan/Scheduler @ Dr. Smith, NP, previous SX, knee rt, pain, swelling present for 6 weeks, X-ray of knee rt from Auburn Open MRI on 01/09/2018, no MRI, Anthem. Scheduled with

[View ONE Grail](#)

[Prev Form \(Ctrl+PgUp\)](#) [Next Form \(Ctrl+PgDn\)](#) [Close](#)



Name of Caller: [Update previous](#)

Relationship of Caller:

Insurance:

Sport related? Yes No

Referred? Yes No

Work Comp? Yes No

Mass/Lesion? Yes No

Main Reason for Call:

pain fracture

swelling sprain

injury trauma

deformity Other:

PainONE Physiatry

How long has the problem been present?

D: W: M: Y:

Unknown

Portal PIN: 1244 Registered [?](#)

Side:

Right

Left

Bilateral

Scheduling Locations: Zip: 46825

County: Allen City: Fort wayne State: Indiana

100 Mile Rule: OK to schedule.

Body Part:

- Ankle
- Arm
- Clavicle
- Coccyx
- Elbow
- Finger
- Foot
- Hand
- Head
- Heel
- Hip
- Knee
- Leg
- Pelvis
- Ribs
- Spine
- Shoulder
- Toe
- Wrist
- Whole Body
- Other

Medicaid Rule: OK to schedule, patient does not have Medicaid Ins.

Additional Information:

MVA Fibromyalgia

Patient is eligible to schedule with OrthoNOW

Refer patient to OrthoNOW

Schedule With: Override Ins

Doctors

Advanced Practitioners

Due to:

If not listed:

Scheduled with:

Due to:

Stuck? View a physician's preferences:

Physician:

[Evening Clinic Schedule](#)

[SNF Incomplete](#)

Imaging Studies:

X-Ray pt bringing xray No X-Ray

Facility: Unknown

Location: on:

Xray body part:

MRI pt bringing mri No MRI

Facility: Unknown

Location: on:

MRI body part:

Other: pt bringing test

Physician: No other testing

Facility: Unknown

Location: on:

New Patient New Problem

PM Text:

[View ONE Grail](#)

Triage & Centricity PM Scheduling

Triage Scheduling: Susan !Fake

Name of Caller: Patient Relationship of Caller: Insurance: Anthem

Sport related? Yes No Referred? Yes No

Main Reason for Call: pain deformity swelling fracture injury sprain trauma Sx Consult

How long has the problem been present? D: 12/13/2016 Unknown

Side: Right Left Bilateral

Scheduling Locations: Zip: 46815 County: Allen City: Fort wayne State: Indiana

Body Part: Ankle Arm Clavicle Coccyx Elbow Finger Foot Hand Head Heel Hip

Medicaid Rule: OK to schedule, patient does not have Medicaid In

Additional Information: MVA Fibromyalgia Bursitis

Refer patient to OrthoNOW Override Ins Xra

Schedule With:

Doctors	Advanced Practitioners
Brett F. Gemlick MD	
John C. Pritchard MD	
Stephen A. Wright MD	

Due to:

If not listed:

Appointment Search - !Fake, Susan (10724117)

Criteria: Knee New Find at most 25 results

Find dates: Starting 01/04/2017 Out 30 Days

Include unallocated time slots in search

Maximum Time Span: minutes

Appointments

#	Inc	Resources	Appointment Types	Facilities
1	<input checked="" type="checkbox"/>	Gemlick MD, Brett F, Pritchard MD, Jof	New Patient 15, New Patient 30, New Patie	(all)

Results

	Date	Day	Time	Dur	Resource	Appointme	Facility	Com
<input type="checkbox"/>	01/16/2017	Mon	08:45am-09:00am	15	Pritchard MD, John C	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/16/2017	Mon	01:45pm-02:00pm	15	Pritchard MD, John C	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/17/2017	Tue	08:00am-08:15am	15	Wright MD, Stephen A	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/17/2017	Tue	08:15am-08:30am	15	Wright MD, Stephen A	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/17/2017	Tue	08:45am-09:00am	15	Wright MD, Stephen A	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/17/2017	Tue	09:00am-09:15am	15	Wright MD, Stephen A	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/17/2017	Tue	09:30am-09:45am	15	Wright MD, Stephen A	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/17/2017	Tue	10:15am-10:30am	15	Wright MD, Stephen A	New Patient	ONE Southwe	Ortho
<input type="checkbox"/>	01/17/2017	Tue	10:30am-10:45am	15	Wright MD, Stephen A	New Patient	ONE Southwe	Ortho

Begin Chain OK Cancel

Templates

7:45 am		
8:00 am	New Patient or Recheck 15 <15>	
8:15 am	New Patient or Recheck 15 <15>	
8:30 am	Walk-In <15>	
8:45 am	New Patient or Recheck 15 <15>	
9:00 am	Walk-In <15>	
9:15 am	New Patient or Recheck 15 <15>	
9:30 am	Walk-In <15>	
9:45 am	New Patient or Recheck 15 <15>	
10:00 am	Walk-In <15>	
10:15 am	New Patient or Recheck 15 <15>	
10:30 am	Walk-In <15>	
10:45 am	New Patient or Recheck 15 <15>	
11:00 am	Walk-In <15>	
11:15 am	New Patient or Recheck 15 <15>	
11:30 am	Walk-In <15>	
11:45 am	New Patient or Recheck 15 <15>	
12:00 pm	Walk-In <15>	
12:15 pm	New Patient or Recheck 15 <15>	
12:30 pm	Walk-In <15>	
12:45 pm	New Patient or Recheck 15 <15>	
1:00 pm	Walk-In <15>	
1:15 pm	Walk-In <15>	
1:30 pm	Lunch - 15 <15>	

8:00 am	OrthoNOW <15>	
8:15 am	OrthoNOW <15>	
8:30 am	New Patient or Recheck 15 <15>	
8:45 am	OrthoNOW <15>	
9:00 am	OrthoNOW <15>	
9:15 am	OrthoNOW <15>	
9:30 am	OrthoNOW <15>	
9:45 am	New Patient or Recheck 15 <15>	
10:00 am	OrthoNOW <15>	
10:15 am	OrthoNOW <15>	
10:30 am	OrthoNOW <15>	
10:45 am	OrthoNOW <15>	
11:00 am	New Patient or Recheck 15 <15>	
11:15 am	OrthoNOW <15>	
11:30 am	OrthoNOW <15>	
11:45 am	OrthoNOW <15>	
12:00 pm	OrthoNOW <15>	
12:15 pm	OrthoNOW <15>	
12:30 pm	OrthoNOW <15>	
12:45 pm	OrthoNOW <15>	
1:00 pm	OrthoNOW <15>	
1:15 pm	OrthoNOW <15>	
1:30 pm	Lunch - 15 <15>	

8:00 am	OrthoNOW <15>	
8:15 am	OrthoNOW <15>	
8:30 am	OrthoNOW <15>	
8:45 am	OrthoNOW <15>	
9:00 am	OrthoNOW <15>	
9:15 am	OrthoNOW <15>	
9:30 am	OrthoNOW <15>	
9:45 am	OrthoNOW <15>	
10:00 am	OrthoNOW <15>	
10:15 am	OrthoNOW <15>	
10:30 am	OrthoNOW <15>	
10:45 am	OrthoNOW <15>	
11:00 am	OrthoNOW <15>	
11:15 am	OrthoNOW <15>	
11:30 am	OrthoNOW <15>	
11:45 am	OrthoNOW <15>	
12:00 pm	OrthoNOW <15>	
12:15 pm	OrthoNOW <15>	
12:30 pm	OrthoNOW <15>	
12:45 pm	OrthoNOW <15>	
1:00 pm	OrthoNOW <15>	
1:15 pm	OrthoNOW <15>	
1:30 pm	Lunch - 15 <15>	




On Call / Responsible Provider

Find Appointment Type

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Search

Name Spi Clear

Resource 


Category

Show Inactive Appointment Types

Name	ID	Category	Color	Duration
Spine Call-Hoffman	451	Doctor/R.		15
Spine Call-McGee	452	Doctor/R.		15
Spine Call-Smith	522	Doctor/R.		15
Spine Call-Williams	453	Doctor/R.		15

Schedule ONE North all physicians - 09/28/2016 (Bower, CR No, F

File Edit View Options Help

- Cut Ctrl+X
- Copy Ctrl+C
- Paste Ctrl+V
- Default Batch... Ctrl+A
- New Patient Appointment...
- New Resource Appointment... 
- New Block Out Appointment...

On Call
1
Primary Call-Williams
Spine Call-Williams
Pain Call-Karl
PA Call-Bollier



File Edit View Options Help

Date to View Thursday, March 1, 2018

Resource	On Call	Cordes PA, Karl	
Appointment	1	1	2
6:00 am	Primary Call-Williams		
6:15 am	Spine Call-Williams		
6:30 am	Pain Call-Karl		
6:45 am	PA Call-Bollier		
7:00 am			
7:15 am			
7:30 am			
7:45 am			
8:00 am		OrthoNOW <15>	
8:15 am		OrthoNOW <15>	
8:30 am		OrthoNOW <15>	
8:45 am		OrthoNOW <15>	
9:00 am		OrthoNOW <15>	
9:15 am		OrthoNOW <15>	
9:30 am		OrthoNOW <15>	
9:45 am		OrthoNOW <15>	
10:00 am		OrthoNOW <15>	
10:15 am		OrthoNOW <15>	
10:30 am		OrthoNOW <15>	
10:45 am		OrthoNOW <15>	



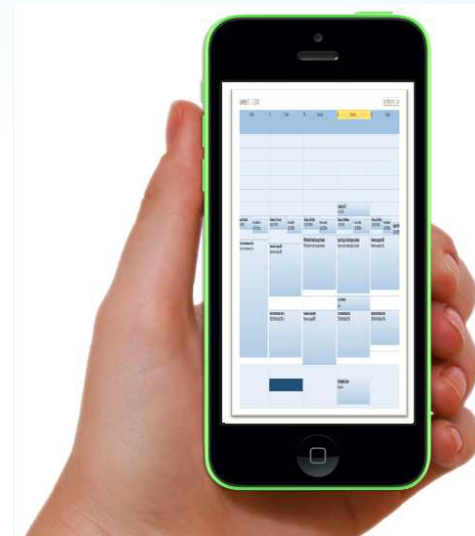
ONE - ON CALL CALENDAR

February		March 2018				April	
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
25	26	27	28	1	2	3	
				PA-Bollier Primary-Williams (Change) Spine-Williams (Change) Pain-Karl	PA-Yochim (Change) Primary-Conner (Change) Spine-Ghori Pain-Karl	PA-King (7a - 7p Change) PA-Lanning (7p - 7a Change) Primary-Conner (Change) Spine-Ghori Pain-Karl Trauma-Vitale	
4	5	6	7	8	9	10	
PA-Gaisford (7a - 7p Change) PA-Fordyce (7p - 7a) Primary-Conner (Change) Spine-Ghori Pain-Karl Trauma-Vitale	PA-Pratt Primary-Gemlick (Change) Spine-Ghori Pain-Kulkarni Week 2	PA-Roach Primary-Lee Spine-Ghori Pain-Kulkarni	PA-Akers (Change) Primary-Harris (Change) Spine-Ghori Pain-Kulkarni	PA-Chambers (Change) Primary-Berghoff (Change) Spine-McGee (Change) Pain-Kulkarni	PA-Steele Primary-Pritchard (Change) Spine-McGee Pain-Kulkarni	PA-McCarty (7a - 7p Change) PA-Lanning (7p - 7a) Primary-Pritchard (Change) Spine-McGee Pain-Kulkarni Trauma-Heisler	
11	12	13	14	15	16	17	
PA-Nehls (1p - 7p Change) PA-Villa (7a - 1p Change) PA-Pratt (7p - 7a) Primary-Pritchard (Change) Spine-McGee Pain-Kulkarni Trauma-Heisler	PA-Yochim Primary-Hamlet (Change) Spine-McGee Pain-Barr Week 3	PA-Gaisford Primary-McGee Spine-McGee Pain-Barr	PA-Fordyce (Change) Primary-Karr (Change) Spine-McGee Pain-Barr	PA-Bienz Primary-Johnson Spine-McGee Pain-Barr	PA-Nehls (Change) Primary-McGee (Change) Spine-McGee (Change) Pain-Barr	PA-Gibas (7a - 7p) PA-Nehls (7p - 7a Change) Primary-McGee (Change) Spine-McGee (Change) Pain-Barr Trauma-Goertzen	



Mobile Schedule Sync

Time	Primary Call	Pain Call-Bz	Spine Call-V	Pain Call-Kz	Spine Call-V	Pain Call-Kz	Spine Call-V	Pain Call-Kz
6 am	Trauma Call	Spine Call-V						
7:00	Parkview WI							
8:00	ONE Parkview Whitley Hospital Clinic ONE Parkview Whitley Hospital Clinic			AM admit Parkview Regional	Parkview Regional Medical Center Parkview Reg	Parkview Ortho Hospital Surgery Schedule Parkview Ortho Hospital Surgery Schedule	AM admit Parkview Ortho Hospital	
9:00								
10:00								
11:00								
12 pm								
1:00								
2:00								
3:00								



Pre Clinic Conversations

- Goals
- Staffing
- Clinic Space
- Guidelines
- **Advertising**
- Reporting



Advertising

Billboards



Pandora

Referring Providers

Sandwich Board

Social Media





QUICK INJURY
RELIEF AT
TWO
LOCATIONS.

ONE
ORTHO NORTHEAST

NEW
SOUTHWEST
LOCATION

ORTHO NOW
INSTANT ACCESS CLINIC

OrthoNOW has same-day care at two locations.

At Ortho Northeast, we know that an active life is a happy life. That's why, when an orthopedic injury happens, OrthoNOW is here to give you immediate relief. We've opened a second location in southwest Fort Wayne to provide the care you need for recent back or neck pain, sprains, swollen joints or possible broken bones. With two clinic locations, convenient hours and no appointment needed, you never have to slow down again.

7920 W. Jefferson Blvd. | Open 8 a.m. – 8 p.m.
5050 N. Clinton St. | Monday – Friday

ONE 260-484-8551 | orthone.com/walk-in-clinic
ONE accepts all major health insurance plans.

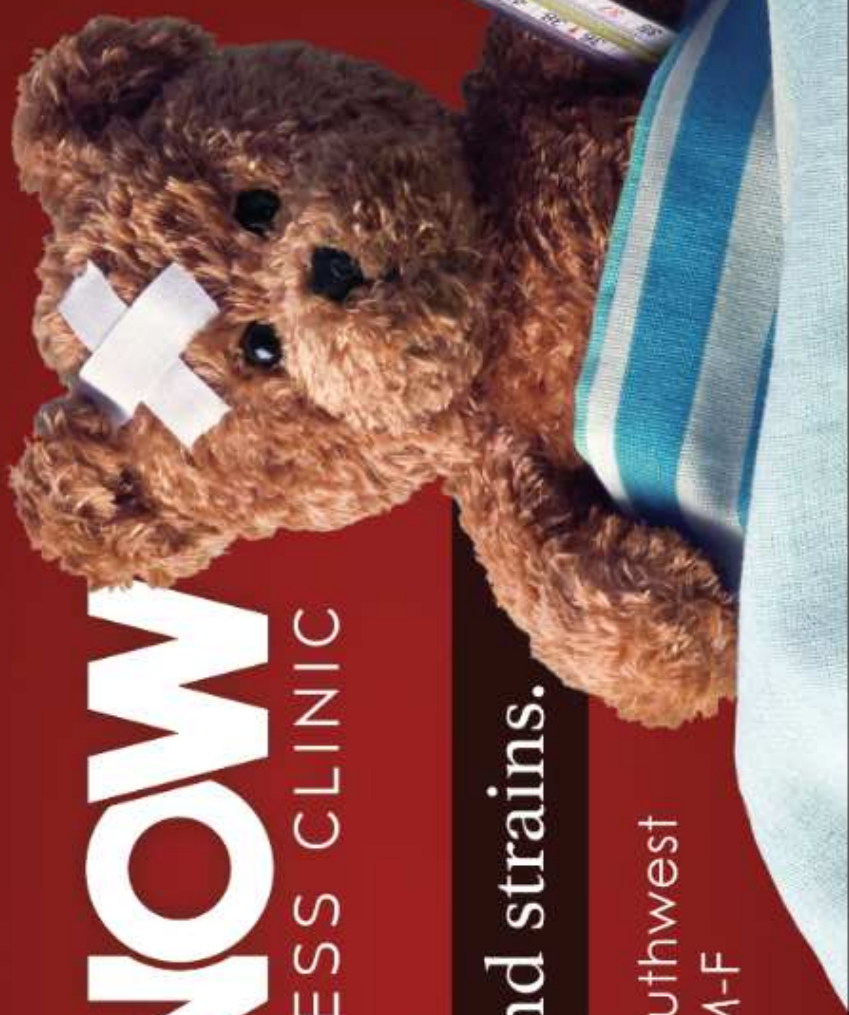


ORTHO NOW

INSTANT ACCESS CLINIC

For breaks, sprains, and strains.

2 Locations: North & Southwest
Open 8am-8pm, M-F





Ortho NorthEast "ONE"

Published by HeyOrca [?] · February 17 at 11:00am ·

Come see OrthoNOW if you experience the following:

- 👉 Injury that occurred in the last couple of days
- 👉 Recent back/neck pain
- 👉 Possible broken bones
- 👉 Sprains
- 👉 Swollen joints

<http://www.orthone.com/walk-in-clinic/>



Ortho NorthEast "ONE"

Published by HeyOrca [?] · February 6 at 7:05pm ·

Our OrthoNOW team is here when those unexpected winter accidents happen! Our walk-in clinics are open 8am-8pm Monday through Friday!
<http://www.orthone.com/walk-in-clinic/>



ONE

ORTHO NORTHEAST

WELCOME TO THE ONE CLINTON STREET MEDICAL OFFICE

Today Is: Thursday, March 08, 2018

Berghoff MD, William J	20 Min. Late
DeDoes DPM, Jason D	OnTime
Fordyce PA, Cindy M	OnTime
Roach PA, Nathaniel D	OnTime
OrthoNOW Instant Access Clinic	8AM-8PM



Pre Clinic Conversations

- Goals
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- Advertising
- **Reporting**



Ortho NorthEast Facility Duration

Appt Type	(All)												
Appt Start	(All)												
Week Number	(All)												
Years2	2017												
Month													
Average of Duration													
Row Labels		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ONE Clinton Street Medical Office													
Monday		41.41	41.18	46.86	45.84	47.37	47.41	55.09	50.69	46.95	46.46	45.78	44.14
Tuesday		45.27	43.90	39.85	51.10	49.74	42.90	44.97	46.34	46.05	41.29	43.72	40.86
Wednesday		48.23	48.14	47.53	45.54	47.71	49.49	45.29	44.59	43.49	45.07	48.82	46.47
Thursday		47.44	48.08	50.94	48.43	45.90	49.85	48.83	48.30	49.69	53.01	47.50	45.83
Friday		54.74	49.26	48.73	51.90	43.15	49.76	50.46	58.66	49.64	52.34	46.61	46.48
ONE North Medical Office													
Monday		59.50	58.85	57.82	56.85	56.15	55.85	56.22	59.38	59.41	52.38	54.21	56.81
Tuesday		54.93	52.55	54.73	59.03	54.00	49.88	52.00	55.74	53.69	51.18	55.00	51.75
Wednesday		52.34	51.00	51.64	56.05	51.91	56.01	54.42	56.01	53.37	49.85	49.84	48.80
Thursday		57.54	55.62	57.29	60.37	55.71	57.53	54.59	55.30	59.15	57.71	59.04	50.11
Friday		58.21	54.92	55.30	52.90	51.35	56.62	53.22	58.12	53.34	53.20	54.10	48.56
ONE Southwest Medical Office													
Monday		50.46	50.38	56.41	52.32	51.64	51.10	50.65	52.65	56.33	54.31	50.23	48.80
Tuesday		53.53	51.95	53.67	55.40	54.53	53.09	49.75	54.39	54.48	51.22	44.09	43.32
Wednesday		47.71	46.86	52.90	50.67	50.98	50.85	51.58	44.39	50.48	47.95	47.83	51.82
Thursday		47.82	48.44	45.74	47.44	45.27	48.27	47.26	50.06	49.27	46.94	52.50	49.26
Friday		48.41	49.59	41.07	51.57	45.97	42.74	45.92	44.18	47.52	42.84	46.26	44.19
Grand Total		52.37	50.85	51.88	53.54	51.15	51.65	51.43	52.70	51.99	50.09	50.75	48.62



Monitor Appointment Duration



OrthoNOW Lobby Wait Times

Row Labels	Column Labels (blank)	Long Wait		Total Avg Duration	Total Patient Count	
	Avg Duration	Patient Count	Avg Duration	Patient Count		
OrthoNOW	11.6	1,441	52.0	376	20.0	1,817
Oct	12.3	664	52.4	245	23.1	909
Chambers PA, Jodi L	9.7	22			9.7	22
Knisely PA, Jason P	10.6	188	52.1	49	19.1	237
Heminger PA-C, Crystal R	14.7	131	59.0	95	33.4	226
Cordes PA, Karl	12.5	172	47.5	61	21.7	233
Sloan PA, Brittney	12.6	142	44.4	40	19.5	182
Tobin PA, Jennifer L	11.2	9			11.2	9
Nov	11.6	540	51.5	118	18.7	658
Knisely PA, Jason P	11.9	146	43.7	23	16.2	169
Heminger PA-C, Crystal R	11.9	115	57.7	43	24.3	158
Cordes PA, Karl	11.3	129	42.8	22	15.9	151
Sloan PA, Brittney	11.0	139	47.8	20	15.6	159
Tobin PA, Jennifer L	16.3	11	68.8	10	41.3	21
Dec	9.9	237	48.7	13	11.9	250
Knisely PA, Jason P	8.1	57	43.0	2	9.3	59
Heminger PA-C, Crystal R	10.7	56	46.8	5	13.6	61
Cordes PA, Karl	11.5	47	31.0	1	11.9	48
Sloan PA, Brittney	7.5	53	46.0	1	8.2	54
Tobin PA, Jennifer L	14.5	24	59.0	4	20.8	28
Grand Total	11.6	1,441	52.0	376	20.0	1,817





AVERAGE ORTHONOW APPOINTMENTS PER DAY BY LOCATION

Sum of DailyAvg Column Labels Clinton

Row Labels	Clinton Total <input type="checkbox"/> SW					SW Total					Grand Total		
	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday			
2017													
Jan	21.5	16.0	16.0	17.8	15.8	87.0	4.3	3.0	2.7	5.7	5.7	21.2	108.2
Feb	29.5	16.0	13.3	16.5	17.3	92.5	7.3	5.0	4.3	4.8	5.8	27.0	119.5
Mar	31.5	15.8	17.0	17.2	18.2	99.7	8.5	6.5	4.8	6.0	7.8	33.6	133.3
Apr	30.3	26.5	21.8	16.8	17.3	112.5	12.0	7.8	8.7	7.3	8.3	43.9	156.4
May	38.8	30.2	23.4	17.8	23.0	133.1	9.3	9.0	8.4	5.5	7.5	39.7	172.8
Jun	37.8	24.8	25.0	26.0	27.8	141.3	14.3	10.0	6.3	11.8	9.2	51.5	192.8
Jul	48.5	22.7	30.8	31.0	26.8	159.7	18.3	7.7	12.0	10.0	11.3	59.2	218.8
Aug	45.3	28.8	27.6	25.6	30.0	157.3	16.0	10.6	9.6	6.6	9.0	51.8	209.1
Sep	52.0	39.5	33.5	25.5	29.4	179.9	14.0	11.8	6.5	8.5	11.0	51.8	231.7
Oct	45.8	28.0	28.0	26.5	32.0	160.3	16.2	6.8	10.5	9.5	10.5	53.5	213.8
Nov	38.3	25.0	23.2	18.5	23.7	128.6	14.0	8.8	6.8	8.0	5.3	42.9	171.5
Dec	34.5	23.0	20.0	23.0	13.0	113.5	10.5	6.5	4.0	2.5	8.5	32.0	145.5
Grand Total	453.6	296.2	279.5	262.1	274.1	1,565.3	144.5	93.3	84.4	86.1	99.7	508.0	2,073.3



ORTHONOW APPOINTMENTS BY HOUR BY LOCATION

Years	2018	<input type="button" value="v"/>		
Months	Jan	<input type="button" value="v"/>		
Days	(All)	<input type="button" value="v"/>		
Count of Patient Name	Column Labels	<input type="button" value="v"/>		
Row Labels	<input type="button" value="v"/>	ONE Clinton Street Medical Office	ONE Southwest Medical Office	Grand Total
8 AM		38	9	47
9 AM		48	18	66
10 AM		56	4	60
11 AM		52	9	61
12 PM		31	16	47
1 PM		44	13	57
2 PM		34	8	42
3 PM		45	8	53
4 PM		50	17	67
5 PM		46	13	59
6 PM		39	17	56
7 PM		23	12	35
Grand Total		506	144	650



ORTHO NOW VISITS RESULTING IN SURGERIES

Row Labels Num Surgeries

2017

Jan	5
Feb	4
Mar	6
Apr	4
May	8
Jun	10
Jul	11
Aug	26
Sep	26
Oct	40
Nov	19
Dec	15
Grand Total	174





Sent: Monday, March 5, 2018 6:01 AM
To:
Subject: OrthoNOW Surgeries was executed at 3/5/2018 6:00:06 AM

Ortho NOW Surgeries as of 3/5/2018

Patient was first seen at OrthoNOW, had surgery within the following year, and the surgery was in the past 3 months.

Surgeon	Patient Count	Surgery Revenues	Avg Days to Surgery
Hartzell	13	██████████	87.8
Smith	3	██████████	86.3
Lee	14	██████████	91.3
McGee	4	██████████	119.8
Comner	12	██████████	110.3
Ghori	3	██████████	154.0
Karr	10	██████████	104.2
LaSalle	13	██████████	56.6
Goertzen	10	██████████	110.7
Pritchard	10	██████████	103.8
Heisler	18	██████████	53.8
Gemlick	6	██████████	114.3
DeDoes	6	██████████	130.2
Kulkarni	22	██████████	122.6

From:
Sent: Monday, March 5, 2018 6:00 AM
To:
Subject: OrthoNOW Unique Patients was executed at 3/5/2018 6:00:06 AM

OrthoNOW Unique Patients as of 3/5/2018

Patients seen in the past 3 months

Unique OrthoNOW Patients
 760



Daily Email

From:

Sent: Tuesday, February 20, 2018 7:58 PM

To:

Subject: SW WIC 2/20/18 Total patients (11) Walk ins (10) After 4:30 (4)

Total Patients-11

Scheduled-1

Walk ins-10

AM-4

PM-6

Last pt was seen at 7:15 pm. 4 pt's after 4:30.

NOT SEEN- (patient name)

Do not treat condition/ Broken ribs. Patient referred to ER.



Automated Emails

Today's Open Evening Appointments as of 3/13/2018

Counter	Provider
1	Cordes
2	Heminger
1	Sloan

OrthoNOW Yesterday Appointments as of 10/3/2017

Acct Num	Patient Name	Resource	Next Appt Created By	Next Appt Date	Next Appt Resource	Next Appt Category	Next Surgery Date	Next Surgery Provider	Last Phys Appt Date
		Sloan PA, Britney	gsanchez	10/23/2017	Lee	Doctor			3/9/2016
		Heminger PA-C, Crystal R	mhendrix	11/3/2017	Pritchard	Doctor			5/9/2011
		Heminger PA-C, Crystal R	jbure	10/16/2017	LaSalle	Doctor	11/21/2017	Johnson	9/28/2017
		Heminger PA-C, Crystal R	lrchhar	10/20/2017	Harris	Doctor			4/27/2015
		Cordes PA, Karl	kginder	10/6/2017	McGee	Doctor	10/6/2017	McGee	8/28/2017
		Sloan PA, Britney	cconnelly	10/17/2017	Harris	Doctor			1/19/2010
		Sloan PA, Britney	adavis	11/22/2017	Hartzell	Doctor			9/27/2017



From:

Sent: Tuesday, February 27, 2018 1:06 PM

To:

Subject: OrthoNOW Lobby Wait Times Last 3 months was executed at 2/27/2018 1:05:07 PM

Last 3 Months OrthoNOW Lobby Wait Times as of 2/27/2018

		Less than 30 Min Wait		Long Wait		Total		Total	
		Avg Duration	Patient Count	Avg Duration	Patient Count	Avg Duration	Patient Count	Avg Duration	Patient Count
Clinton	Nov 2017	11.9	393	52.7	98	20.1		491	
	Dec 2017	11.5	407	45.7	74	16.8		481	
	Jan 2018	13.0	373	49.2	103	20.8		476	
	Feb 2018	12.0	354	48.8	68	17.9		422	
	Total	12.1	1,527	49.3	343	18.9		1,870	
North	Dec 2017	27.0	1		0	27.0		1	
	Total	27.0	1		0	27.0		1	
SW	Nov 2017	10.7	147	45.5	20	14.9		167	
	Dec 2017	9.0	133	50.9	11	12.2		144	
	Jan 2018	10.3	133	37.2	9	12.0		142	
	Feb 2018	10.2	116	64.3	3	11.6		119	
	Total	10.1	529	46.5	43	12.8		572	



Growing Pains

- **Concussions**
- **Rib Fractures**
- **Terminated Patients**
- **Documentation**
- **Ramping up second clinic**
- **Changing Provider expectations**
- **Downtime busywork**



Future Ideas



- **Call Ahead Seating**
- **Online Check In**
- **Ramping up Second Clinic**



Questions

