



# Decos D5 Success Story- Columbia Pain Management

**“I am very impressed with the robust workflow capabilities Decos offers. The graphic design of the workflow makes it easy to use and understand.” ~Dr. Rigert**

*Nestled in the mountains of Hood River, Oregon, Columbia Pain Management helps individuals overcome acute and chronic pain through treatment and rehabilitation in a supportive environment. The group practice is home to approximately 20 staff, including Physicians, Physicians Assistants, Nurses, and medical staff. While located in a scenic area, the facility proves industrious through servicing over 100,000 people in the area.*

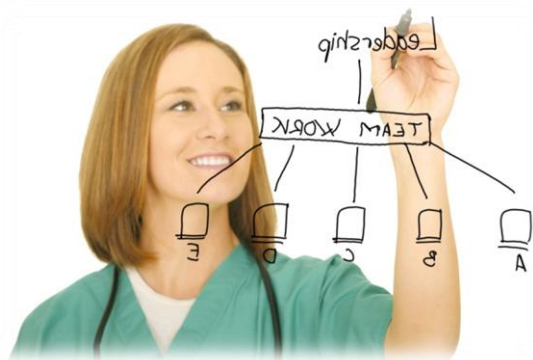
## Document Intensive Organization

Clients come to Columbia Pain Management with symptoms ranging from lumbar compression fractures to cancer related pain. Proper treatment requires multiple visits, diagnoses, treatment plans, MRI’s and X-rays, resulting in an unimaginable amount of paper work and confusion. Dr. Rigert, owner and founder of Columbia Pain, found that managing a group practice with multiple physicians and staff was a challenge. The office administration had issues with misplaced patient files, an overabundance of file cabinets, and miscommunication between physicians, leading to a slow administration and fewer scheduled patients.

## Extensive Research Leads to Decos

Dr. Rigert began an extensive search for medical software in the fall of 2008. He researched Electronic Medical Record (EMR) software for 6 months and found that it did not meet the business and operational needs of his office. While an EMR aids in his scheduling, diagnosing and billing, his main concern was the ability to access patient files quickly and easily. An additional 6 months was spent researching Document Management software that promised amazing functionality but failed to deliver proof.

Columbia Pain	
<b>Industry</b>	Medical
<b>Business challenges</b>	<ul style="list-style-type: none"> <li>✓ Miscommunication between physicians</li> <li>✓ Unorganized patient files</li> <li>✓ Stress surrounding Compliancy Regulations</li> </ul>
<b>Business benefits</b>	<ul style="list-style-type: none"> <li>✓ Increased productivity &amp; efficiency by 50%</li> <li>✓ Instant access to the right information from anywhere</li> <li>✓ Automation of time consuming business processes</li> <li>✓ Improved control over documents &amp; document oriented processes</li> <li>✓ Reduction of paper handling &amp; error prone manual processes</li> <li>✓ Reduction of paper storage</li> <li>✓ Improved and automated reporting</li> </ul>



## Discovering Decos

When Dr. Rigert discovered Decos, he found a company that has excelled in customer satisfaction for over 22 years. The functional capabilities of the Decos D5 software were above his expectations. Dr. Rigert found the ability to use automated templates with patient files, customizable forms and reporting tools, safeguard measures for compliancy and audits, and the ability to work from home, was the perfect fit for Columbia Pain Management.



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Columbia Pains final goal is to operate a “paperless” office where an administrator would enter all patient information, including addresses and insurance information, into Decos D5. Decos D5 is web-based, so any person needing to add info or attach x-rays to the patient file can do so at any time from any location. Decos D5 integrates with Microsoft Office® and Outlook®, allowing users to save documents without leaving the Office® application. Columbia Pain can revise a document in Word and save the revisions directly to Decos D5 for processing. There is no need to print or email the new document when other users need to update or revise the document due to Decos D5 version management functionality. The web-based feature was especially helpful for the Columbia Pain physicians needing to access pertinent information away from the office.



### Automation Saves Energy

Group practices are saturated with regulations requiring communication between physicians. Dr. Soll is new to the practice; hence Dr. Rigert chooses to approve all dictation written by Dr. Soll. Columbia Pain requested a workflow to aid in the process of the dictation sign-off. With the new workflow, Dr. Soll saves his dictations to Decos and a message is sent to approve. Once Dr. Rigert has approved the dictation, the process is completed and the dictations can no longer be edited, thus satisfying the Protected Health Information regulation required by HIPAA compliance. A process that took Dr. Rigert away from his patients for extended periods now takes just minutes!



### Implementation Successful

The physicians and office administration worked with Decos consultants to automate internal processes, to eliminate confusion and gain valuable time. The staff was able to work closely with the functional consultant, requesting specific templates and formatting to improve their daily responsibilities.

During the two-week implementation, the Columbia Pain staff was surprised at Decos D5's ease of use. Working closely with the functional consultants, the staff was able to create an environment in Decos D5 that did not change the way they handle day-to-day activities in the office. Beth Smith, office manager said *“Decos is like falling in love...it's scary at first but feels perfect once you are comfortable and understand the product.”*

### A Smart Choice

By using Decos D5, Columbia Pain can now maintain regulatory compliance, quickly store and retrieve patient information, and eliminate human error by automating business processes. Decos D5 has given Dr. Rigert and Columbia Pain Management more time to spend with patients and more money to put to their bottom line.

