

Columbia Orthopedic Group

Managing a Busy Practice

Columbia Orthopaedic Group, located in Missouri, recently celebrated its 50th anniversary. The practice has grown into a substantial organization over the years and currently employs 27 physicians. According to Chief Executive Officer, Gene Austin, the practice sees over 1,800 patients per week.

“We see upwards of 400 to low 500 per day on Monday, Tuesday and Wednesday,” he explained. “Thursdays are a little lighter, and Fridays are lighter than that.”

With so many patients, Columbia’s physicians and administrative staff needed a practice management solution that reduced downtime, streamlined operations and helped them maximize revenue. MedEvolve’s Practice Management software was the solution to their problems.

Seeking More Capabilities

Columbia’s original practice management system worked for them in the beginning; however, the business decided it needed a system that provided its managers with more information. The platform they were using allowed them to easily send out claims and statements, but employees were left in the dark regarding patient trends.

“We wanted something with more utility,” Austin explained. “This was long before businesses were talking about analytics and business intelligence.”

After considering several different vendors, and one false start with a PM system that was not up to par with the practice’s needs, Columbia Orthopaedic finally settled on MedEvolve—and they have not looked back since.



Practice Overview

Specialty: Orthopedics

Location: Columbia, Missouri

of Providers: 27 physicians

of Patients: 1800 per week

MedEvolve Client Since: 2003

Information provided by:
Gene Austin, CEO

MedEvolve Solutions



Practice Management



Practice Analytics

“Our group has doubled in size, but we have fewer people working in data entry than we did with the legacy system”

~ Gene Austin



Successful Partnership

Austin explained how MedEvolve impressed his team right from the onboarding process.

“They put boots on the ground during the conversion process,” he said. “We had hands-on training and significant support after the sale.”

Numerous people in the office now use the MedEvolve systems daily, and some specialize in administrative functions like data entry and managing appointments. Employees quickly realized that, in addition to providing the physicians and administrators the extra information they wanted, MedEvolve’s Practice Management software was simply easier to use.

“[MedEvolve is] much more efficient from a data entry perspective,” Austin commented. “Our group has doubled in size, but we have fewer people working in data entry than we did with the legacy system in place.”

Analyzing Trends

Austin’s perspective is more business-oriented. He’s a data guy—heavily involved in reporting and data mining—and he’s eager to explore the benefits provided by Columbia’s newly adopted solution, MedEvolve Practice Analytics.

Although Columbia Orthopaedic Group has only had Practice Analytics for a few months, Austin and his colleagues are excited about the opportunities it brings, and they’ve already seen its benefits.

“We’re in the process of renegotiating with a payer, and Practice Analytics identified information that will be very helpful [to our case],” Austin said.

Overall, staff at Columbia Orthopaedic Group are very happy with both their MedEvolve systems and support from the company.

“MedEvolve is responsive and they recognize the world is different now,” Gene said. “There are more elements [to a practice’s financial health] than just getting the claims out.”

Results from MedEvolve:

- ✓ reduced provider downtime
- ✓ streamlined operations
- ✓ minimized overhead

Let us help you improve your revenue cycle performance. Visit www.medevoive.com or call 1.800.964.5129 to learn more.