



# Patient-Centered Care for Successful Outcomes

Orthopaedics East & Sports Medicine Center, Eastern North Carolina's premier orthopedic specialist, is dedicated to enhancing lives by improving or restoring function. With a patient-centered approach, OrthoEast offers high-quality, comprehensive orthopedic and musculoskeletal care, from joint replacement and regenerative treatments to advanced diagnostics and physical therapy. Each treatment plan is personalized to meet the unique needs of every patient. Here are some impressive stats:



Over 1,000 hip and knee replacements annually



4.8 average physician rating from over 2,500 customer reviews



90 percent of patients are seen within 30 minutes of their appointment time



97 percent of patients would refer a friend or family member

No matter the age, medical issue, or activity goals, OrthoEast provides the latest expertise, technology, and treatments under one roof. They understand that each patient is unique and requires an orthopedic physician who listens with compassion, respects their history and goals, and tailors treatment plans accordingly.

# The Challenge

OrthoEast's internal staff were manually handling the release of information (ROI), managing faxes, and completing forms. The practice sought ways to enhance efficiency, allowing their staff to focus more on patient care and less on administrative tasks. They also faced immediate staffing shortages that required urgent solutions.

# The Solution

OrthoEast partnered with Verisma to streamline comprehensive care coordination. This partnership seamlessly integrates OrthoEast's value-based care approach with Verisma's dedication to data integrity and accessibility. This collaboration offers orthopedic patients a patient-centric and cost-effective healthcare model, improving experiences and outcomes with detailed, reportable records from OrthoEast's existing systems.

## OrthoEast utilizes multiple Verisma solutions:

- **Forms Completion:** Efficient processing of medical form requests allows clinical staff to focus on critical treatment, leading to a positive patient experience.
- **Inbound Document Management:** Seamlessly processing, indexing, and filing incoming documents into electronic health records (EHR), enhancing patient care, standard procedures, and staffing efficiency. The customized workflows ensure same-day turnaround time, providing secure, vital information at the point of care without backlogs.
- **Prior Authorizations:** The facility has eliminated the daily paperwork burden, enabling faster patient care with clear clinical decisions. OrthoEast leverages people-powered technology to oversee the entire process, including necessary follow-ups.
- **Referrals:** Streamlined procedures improve patient experience, staff efficiency, and protect revenue, ensuring data security and patient protection.
- **ROI:** Utilizing a robust technology platform and innovative tools, OrthoEast fulfills consumer requests quickly, staying compliant and stress-free.



It was so much easier to train Verisma on our systems, rather than ask our already-busy staff to learn Verisma's and manage an entirely new system on a different website - making the transition super-convenient. They understand our world and take care of us, allowing our employees to focus on patients. We have a consistent, true relationship with Verisma and consider them part of our team."

- Nichole Alley  
MBA, SHRM-SCP,  
Practice Administrator  
at OrthoEast

# The Result

A streamlined process for quicker, more efficient fulfillments, reducing risk. Patients can now upload record requests into an application, allowing Verisma's highly trained ROI specialists to manage the notifications and process forms efficiently. This transition has relieved internal staff from handling multiple workflows, allowing them to focus on providing optimal patient care.



Before Verisma, our staff had to manage faxes, forms completion, prior authorizations, referrals, and ROI. Now, we have one qualified, comprehensive vendor efficiently handling all these administrative tasks, so our staff can focus on treating orthopedic conditions for optimal patient care. This is a significant win for us and our patients.”

– Nichole Alley  
MBA, SHRM-SCP,  
Practice Administrator  
at OrthoEast



Verisma's Release of Information solution successfully passed the American Alliance of Orthopaedic Executive's Peer Review Process, recognizing the product excellence and high level of service Verisma provides for our clients. Choose a partnership built on trust for your orthopedic practice.

Connect with us at [verisma.com/demo](https://verisma.com/demo)

