

THE ORTHOPAEDIC & FRACTURE CLINIC

Orthopaedic Clinic Enhances Workers' Compensation with Veradigm

For over 60 years, the Orthopaedic & Fracture Clinic has provided total orthopedic care to 10 communities in Southern Minnesota.

⚠ THE CHALLENGE

The Orthopaedic & Fracture Clinic, serving Southern Minnesota, grappled with efficiently managing workers' compensation cases, accounting for 8% of their visits. Streamlining documentation, billing, and responses was a critical need.

✓ THE OUTCOME

In collaboration with Veradigm, the clinic successfully transformed workers' compensation management. Veradigm's Worker's Compensation module reduced response times, improved claims handling, and lowered denials. This innovation empowers the clinic to provide timely care and navigate the complexities of workers' compensation confidently.

A beacon of specialized orthopaedic care

Nestled in the heart of Minnesota, The Orthopaedic & Fracture Clinic stands as a beacon of specialized orthopaedic care, where a dedicated team of orthopaedic surgeons, physician assistants, nurse practitioners, physical therapists, and support staff combines their expertise to provide top-notch musculoskeletal care. With a focus on patient well-being, their board-certified surgeons offer the latest treatments and surgical procedures to address a wide range of orthopaedic conditions.

The fellowship-trained surgeons excel in total joint replacement, spine surgery, sports medicine, hand, wrist, elbow, shoulder surgery, foot and ankle, hip and knee, orthopaedic trauma, and pediatric orthopaedics. They continually adapt to the evolving field of orthopaedics, striving to offer the best, cost-effective care for over 30,000 patients annually.

Patient convenience is their priority, and they offer a network of clinic outreach sites, in-house diagnostic technology and physical therapy, urgent care, and advanced orthopaedic surgery. At The Orthopaedic & Fracture Clinic, they keep patients moving, healing, and thriving, all with a focus on local, personalized healthcare.

CLIENT PROFILE



Mankato, MN | www.ofc-clinic.com

OVERVIEW

- Serves 10 communities across Southern Minnesota
- Specialized, comprehensive team of orthopaedic surgeons, physician assistants, nurse practitioners, physical therapists, and friendly support staff, we are among the most experienced orthopaedic groups in Minnesota
- Started in 1957 founded by Drs. Paul Gislason and Donald Meredith
- Provides orthopaedic care for over 30,000 patients a year

VERADIGM SOLUTIONS

- Veradigm Practice Management
- Veradigm EHR
- Veradigm Payerpath



"Our advice to new clinics would be to ensure that your EMR and PM systems can adapt to regulatory changes and have the functionality to meet all requirements. Veradigm has been a great partner in this regard, and we're always willing to share our experiences with other clients."

— **JULIE MORGAN**
CHIEF OPERATING OFFICER



Evolving in the healthcare world

In the rapidly evolving world of healthcare, The Orthopaedic & Fracture Clinic found a reliable supporter in Veradigm, and their journey together is a story of success. Julie Morgan, Chief Operating Officer of The Orthopaedic & Fracture Clinic, speaks of their enduring relationship with Veradigm: "We've been with Veradigm for many years now, and it's been a progressive journey. We started from scratch and built everything from the ground up. Veradigm's support and willingness to listen to our ideas helped streamline the process."

The challenges in healthcare management are multifaceted. Managing administrative tasks, especially in an orthopaedic medical setting, can be cumbersome and time-consuming. Jackie Bergemann, Business Office Supervisor at The Orthopaedic & Fracture Clinic, highlights the transformation they experienced: "The system's ability to support different aspects of our clinic, from electronic billing to remits, has been a game-changer for us. Our claims are cleaner, denials are minimal, and our staff can focus on patient care instead of manual processes."

Synergy and success

The synergy between The Orthopaedic & Fracture Clinic and Veradigm went beyond just streamlining processes. Orthopaedic clinics often encounter a significant number of cases related to workers' compensation. In the demanding fields of orthopaedic care, injuries can frequently occur on the job, necessitating timely and specialized treatment. These cases require a unique approach in terms of documentation, billing, and response times, as well as efficient coordination with various stakeholders, including employers and insurance providers. This aspect of healthcare management poses distinct challenges, and efficient handling is essential to ensure that injured workers receive prompt care, leading to a faster recovery and smoother claims processing.

In this complex landscape, Veradigm's innovative solutions play a crucial role in enabling orthopaedic clinics to efficiently manage workers' compensation cases, ensuring both patients and healthcare providers benefit from streamlined processes and improved

outcomes. Jackie Bergemann adds, "The recent upgrade to the Work Comp module was fantastic and now incorporates motor vehicle claims. It helped us with quicker response times and handling claims more efficiently. I would also highlight Veradigm's user-friendly design. It's made a big difference for us. Especially when motor vehicle claims exhaust benefits, we are able to get them switched over quickly to the patient's medical insurance. This increase in efficiency has allowed for more timely filing to medical insurance when a claim is denied, or benefits have exhausted." The Orthopaedic & Fracture Clinic's experience with Veradigm's Worker's Compensation module is a testament to the positive impact of such specialized tools, ensuring that the clinic can navigate the intricate world of workers' compensation with ease and confidence.

Valuable support and innovative solutions

In the ever-changing healthcare landscape, the ability to adapt and support various departments effectively is also vital. Julie Morgan expresses how Veradigm's solutions empowered them: "While we haven't been able to reduce staff due to the ever-changing healthcare landscape, Veradigm's solutions have allowed us to support other departments effectively. We've taken on more tasks and played a more proactive role in helping the clinic increase workflow efficiencies."

Their experience with Veradigm has been transformative and they are eager to share it with others entering the healthcare industry. Julie Morgan offers valuable advice to new clinics: "Our advice to new clinics would be to ensure that your EMR and PM systems can adapt to regulatory changes and have the functionality to meet all requirements. Veradigm has been a great partner in this regard, and we're always willing to share our experiences with other clients."

The Orthopaedic & Fracture Clinic's success story stands as a testament to the invaluable support and innovative solutions provided by Veradigm. Together, they have redefined healthcare operations, ensuring that patients receive the highest quality care while enabling healthcare providers to navigate the complex healthcare specialty landscape with confidence.



"The recent upgrade to the Work Comp module was fantastic and now incorporates motor vehicle claims. It helped us with quicker response times and handling claims more efficiently."

— **JACKIE BERGEMANN**
BUSINESS OFFICE SUPERVISOR

