

# CoagCare<sup>®</sup> Case Study

## The Heartbeat Clinic

*“We used to spend all day chasing phone calls and pulling charts, and never saw a penny for our efforts. With CoagCare, we spend our time and effort on patient care, not busywork.”*

**The Clinic:** The Heartbeat Clinic is a private cardiology practice with offices in Dallas, McKinney and Denton Texas. Heartbeat offers state-of-the-art cardiology services, including stress testing, electrophysiology testing, echocardiograms, extensive monitoring, and a dedicated Coumadin clinic.

**Situation:** “With so many patients on anticoagulation therapy, it was becoming an increasing challenge to keep track of our patients using a paper chart system. INR results were being faxed to the office and transcribed into charts. There was no systematic way to know which patients had INR results due or needed a scheduled appointment. Missing INR test results, or skipped appointments, inevitably led to phone call after phone call to track down lab results or the patients themselves. This delay in getting results or seeing patients could mean a holdup in identifying patients that were out of range and at risk for adverse events. Good anticoagulation management requires frequent communication between patients and healthcare providers, and our paper chart system was holding us back from providing the best care possible.

On the administrative side, we were spending all this time dealing with faxed INR results, tracking down patients with missed appointments, and handwriting clinic notes. All that effort, and none of it was reimbursed time.”

**Solution:** Heartbeat decided it was time to automate their anticoagulation data. They chose CoagCare because it was the most intuitive software solution on the market. For Heartbeat, the software solution had to be easy to use, flexible for differing healthcare provider styles, and offer close tracking features for their patients. CoagCare had it all, plus the ability to capture data to support billing. The CoagCare technical staff assisted Heartbeat in importing all their patient data into the CoagCare database and within a week, they were up and running.

**Result:** Heartbeat is now able to closely supervise all of their patients, and spend more time on complicated patients. They are notified when patients miss an appointment, or if a patient has an abnormal INR result. With CoagCare, patients are less likely to fall through the cracks; quicker action means tighter therapeutic control and fewer adverse events. In addition, using CoagCare has increased Heartbeat’s revenue by allowing the healthcare team to spend time on reimbursable clinic visits, rather than inefficient paper shuffling.

Improve Patient Care, Maximize Productivity, Increase Your Bottom Line

**CoagCare<sup>®</sup>**  
FROM ZYCARE

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Contact us for an **on-line demo** or a **customized price quote** for *your* clinic!