



# Faster and More Accurate Results for Operational Efficiency



InDxLogic helped Family Practice Associates (FPA) of Lexington accurately and quickly file the fast-growing volume of patient records each day, resulting in a smooth exchange of information between patients, clinicians, and new medical facilities without having to hire additional medical record staff.

## Challenge

**FPA expanded their services by opening a new clinic, but faced a significant challenge to handle the additional document volume due to lack of office space and budget for additional resources and limited staffing.**

To meet the needs of the growing workload, FPA would have had to hire three more staff members for this department, and even then, they would still need to rely on a courier to transport documents between the new clinic and records office multiple times a day. This process of manually filing and transporting documents would take (on average) 28 hours, but could rise up to 48 hours. Melody Tipton Sims, Director of Patient Information at FPA, was faced with how to effectively, efficiently and securely process the increased workload.

## Solution

**“The implementation of InDxLogic between the locations was seamless. InDxLogic is a very simple process that fits our needs. It does pretty much anything you ask it to do so that we don’t miss a beat,” explains Melody.**

InDxLogic, an Allscripts Developer Program Partner, was implemented to automatically index incoming documents. FPA uses InDxLogic for 90% of incoming patient documents and device outputs. By providing the opportunity to index documents that are scanned at the point of care, FPA was able to remove the need for any courier services. In addition to reduced impact on resources and faster indexing, InDxLogic acts as multiple helping-hands to facilitate these crucial processing and filing steps.

## Results

**FPA has achieved a 64% reduction in annual operating expenses while improving document availability from 48 hrs to 15 mins.**

InDxLogic allowed FPA to increase their volume of documentation and achieve a turnaround time of just five to fifteen minutes for most documents. FPA is now 60% automated when it comes to filing patient documents, eliminating the need to hire extra staff for manual document filing and the potential for human error. In an industry where time is of the essence, InDxLogic delivers speed, quality and efficiency so that FPA can focus on patient care and satisfaction.

## Family Practice Associates

Founded by Dr. Jeffrey Foxx in 1983, FPA has grown to one of the largest independent family practice groups in Central Kentucky. Today, FPA is a group of primary care providers who are dedicated to giving family-centered care from birth to later years. FPA sees 400-500+ patients per day, served by 26 primary care providers including physicians, physician assistants, nurse practitioners, physical therapists, Medicare Wellness and Mental Health professionals. With a professionally trained staff of CMA's, receptionists, lab techs and others, FPA provides award-winning care that has been recognized as a Patient-Centered Medical Home through the National Commission on Quality Assurance.

**“ InDxLogic sounds too good to be true, but they have kept their word on every aspect.”**

**Melody Tipton Sims**  
Director of Patient Information  
Family Practice Associates



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