"Deliver the best care and the best outcomes, at the lowest cost." That is the business goal of Health Calls Home Health in Reading, Pennsylvania, and each day Thornberry's NDoc EMR software helps its staff not only reach but exceed that goal. Using this industry-leading, Best-in-KLAS software has enabled Health Calls to provide the highest quality care while saving time and money.

NDoc is designed with an expert understanding of home health

Home health is an important player in the larger healthcare landscape, providing targeted, comprehensive care to patients at a variety of points along the care spectrum. While much attention is given to electronic medical records as they pertain to primary care physicians and hospitals, home health agencies have their own unique needs that require specially designed software.

Health Calls chose NDoc for its EMR because of its layout and features that were created to fulfill the specific demands of home health.

"NDoc offers a different experience that is custom-fit to home health," said Aaron Rimby, client services coordinator at Health Calls. "Nurses I have trained on NDoc have told me the EHR they came from was inferior to how NDoc performs."

NDoc saves Health Calls time and money

Downloading documents and entering patient data takes up valuable time that could be put into face-to-face interaction with patients. Health Calls serves between 150 and 200 patients at any given time, and as Aaron notes, the more people you have entering information, the more likely mistakes will be made.

Health Calls found that transitioning to NDoc saved significant time and reduced the likelihood of errors. Before NDoc, importing and intaking a CCD would take 25 minutes for each patient. Now, that process takes just 4 minutes. In addition, medications can be easily imported with NDoc, saving nurses about 45 minutes during start of care.

"From a billing aspect we are already seeing the difference of reduced errors on entering insurance info," says Aaron.

NDoc makes transitions of care go more smoothly

Transitions of care are some of the most sensitive and risk-prone times for patients. And with patients seeing a larger number of providers than ever before, securing the accurate and efficient exchange of data is all the more important for home health. Altogether, Aaron estimates that Health Calls patients see around 150 PCPs, 30 orthopods and 40 other specialists, including those dealing with infectious diseases and nephrologists.

NDoc software is optimized for interoperability to ensure each provider has an accurate and most detailed profile of that patient's health.

"NDoc, with the Document Library and CCD imports, has smoothed the transition from hospital to home," Aaron explains. "The records from the hospital become our records. This type of access to information helps the clinicians see the full picture of their patient's care."

NDoc helps Health Calls grow

Not only has NDoc empowered Health Calls to provide the best care possible to the communities it serves, it is helping the agency reach its goals for the future.

Health Calls recently joined an ACO, Penn State Health Partners, as a Preferred Provider. The ACO includes more than 1,000 physicians and three major hospitals in Pennsylvania, and the NDoc ensures that Health Calls can seamlessly exchange information with these providers.

"NDoc allows up to easily scale up and remain agile and lean in a competitive business environment," says Aaron.

Health Calls Home Health has seen great success using Thornberry's Best-in-KLAS NDoc software, and your home health agency can too. Contact Thornberry today to start a conversation about how NDoc will empower your agency to provide better care while saving valuable time and money.

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Interoperability at our core.