

## Taming the Paper Trail

ReDoc software generates comprehensive documentation and reports.



**Ted Sholtis, PT, Incorporates exercises on a fitness ball into a patient's routine at Flex Rehab Services.**

For more information, go to [www.rehabdocumentation.com](http://www.rehabdocumentation.com)

By Ted Sholtis, PT

Physical therapy has traditionally been a paper-intensive process. Whether we see two patients or 20 a day, completing documentation is a big part of what therapists must do. Of course, compliance is a required part of the industry. But it disrupts patient care, takes up valuable treatment time and significantly limits a therapist's ability to run a business efficiently.

Several years ago, Flex Rehab in South Florida was busting at the seams and our expansion efforts showed no signs of letting up. Since the base of our business is geriatric outpatient care, we typically staff one therapist per location at our eight facilities. But we realized we needed a solution to replace the manually-intensive paper trail.

After considering several alternatives, from building our own electronic program to hiring a full-time transcriptionist, we decided that a software provider offered the best option for our practice.

But with growing, specialized care at multiple locations, there weren't many vendors who could customize a system for our needs. However, our search paid off when we found a software system that would allow us to maintain compliance, and see more patients than ever before.

ReDoc software has been installed at all of our locations for almost five years. We quickly found out that we could customize ReDoc to our own needs.

Before we went to a virtually paperless system, our therapists spent more time filling out and correcting reports than seeing patients. With only one therapist at each location, it was essential to find a way to limit administrative tasks.

Now, clinicians can complete initial evaluations and progress reports with a few keystrokes, which dramatically cuts down the time it takes therapists to complete documentation. ReDoc also has user-friendly alerts, such as notices for CCI edits that minimize mistakes and practically guarantee quality assurance.

As a business owner, it's important that I project a professional image. What many therapists don't realize is that patients aren't the only people who're judging your business; doctors do too. Documentation is an important part of a referring doctor's evaluation of a therapy practice.

For instance, I've met doctors for the first time who felt they already knew me from the "nice reports" I send along with my patients. While doctors aren't known for their neat handwriting, it makes a difference in their perception of your work when they're presented with polished, easy-to-understand evaluations and progress reports. If you neglect this fact, you may be ignoring the possibility of additional physician referrals.

As therapists, we treat patients in multiple settings, including hospitals, skilled nursing homes and outpatient clinics. In these environments, documentation is non-negotiable. When considering a software program, it's important to eliminate additional documentation work by using a platform that's mobile. With this type of system, you can track, assemble and evaluate a patient's entire treatment documentation, regardless of

where treatment occurs.

With ReDoc software, we can create an automatic flow of clinical information through the treatment cycle. Our therapists can load patient information onto a laptop and take that patient's information to the point-of-care.

But automating Flex Rehab's patient records has done more for our practice than just cut down on paper. Our patients are happier because therapists have more time for treatments, which is what they do best. ReDoc has set us apart from other practices in the minds of patients and referring doctors.

*Ted Sholtis, PT, is the owner of Flex Rehab Services, a geriatric rehabilitation practice with locations in South Florida.*