



**MAXILLO**  
SOFT

# MAXILLOSOFT

WHITE PAPER

How MOSA increased production 29.5% in just three months.



By: Dr. Glenn Nathan | CEO: MOSA

# SECTION 1 | QUANTITY



By and large there are two sides to the advantages of this new system, QUANTITY AND QUALITY.

In one of our MOSA locations we began using the MaxilloSoft system in 'full force' by March of 2019. Up to that time, we were using paper charts and our own 'modified in-house' version

of the Carestream EMR. The following is a 3-month study comparing March 1-May 31, 2018 to March 1- May 31, 2019.

The study involves the number of combined patients and dollar production by just one of MOSA's practices. The practice reviewed worked the same schedule and the same, approximate, number of days during these two time periods. The fees did not change from 2018 to 2019.

## QUANTITY

	MAR-APR-MAY 2018	MAR-APR-MAY 2019	Change	Growth %	Annualized Increase
TOTAL PATIENT COUNT	971	1,151	+ 180	+ 18.5	+ 720 Patients
TOTAL DOLLARS PRODUCED:	\$980,000	\$1,269,000	+ \$289,000	+ 29.5%	+ \$1,156,000



On average, the **MaxilloSoft system saves about 5 minutes per case for consultations and surgeries.** The system is a vast improvement on a typical EMR platform. When I started using EMR, it added at least 45 minutes to an hour to a typical day for me. With the MaxilloSoft platform, on an average day of 10 to 12 consults and 8 surgeries..., I would estimate that I spend at least 90 minutes less on patient charting. This has allowed me to leave the office earlier and see more patients every day while maintaining the same schedule.

Dr. Mitchell Stark | Maryland Oral Surgery Associates

### QUALITY

The Quality aspect of the MAXILLO-EMR Program can be broken into 3 aspects; Efficiency, Quality of Life, and Patient Experience.



#### Efficiency

- 1.** The program quickly and thoroughly populates the charts with all of the relevant information. The anesthesia records are automatically affixed to the digital record.
- 2.** There is a digitally confirmed “INFORMED CONSENT VIDEO” that is watched and approved by the patient (and witnessed), thereby protecting our surgeons from malpractice.
- 3.** The well-designed ‘at home’ chart which includes demographic, medical history and insurance data being filled out IN ADVANCE of the appointment which currently has an 80% compliance rate. This is a tremendous time saver for both the patient and staff in administrative time. The patients spend 15-20 minutes less in the waiting area.
- 4.** The administrative team at the front desk has eliminated the need to TRANSPOSE the patient information from paper chart to online by 80%. This has been a HUGE time saver and resulted in a reorganization of staff duties as well as allowing more quality time between patients and the administrative team members.
- 5.** General patient flow. Each and every staff member is fully aware of the patient’s real-time position. The radiology tech knows if and when a patient is ready for an X-ray or CBCT scan. The Surgical techs know exactly when a patient

is ready to be transferred to an assigned operatory and begin their R.O.S. Once the medical history is fully reviewed, the Surgeon is immediately made aware that the patient is ready for consultation or the procedure. All of this is noted on the individual’s Portable Tablet Computer with easy to read information “blocks”.

- 6.** The signing of consent forms and fee arrangements are also fully integrated into the software.
- 7.** Post-op instructions and printed prescriptions are also provided and confirmed on the software chart.
- 8.** An important additional note is that ALL appointments are CONFIRMED by the software system prior to the surgical date and reminder texts have improved “broken appointment” statistics as well



I probably average about 1-2 hours of time savings per day.

Dr. Mary C. Robinson  
Diplomate- American Board of Oral &  
Maxillofacial Surgery Maryland Oral Surgery

## SECTION 2 | QUALITY



### Quality of Surgeon and Staff Lives:

- 1.** Prior to the implementation of the MaxilloSoft System, Surgeons had been spending between 45-90 minutes/ day filling out paperwork. They are now able to see more patients AND spend less time in the office. This has led to less working hours, greater productivity and improved job satisfaction
- 2.** Surgical Staff have taken on more responsibility and active participation in direct patient care. The staff also feels more organized and spends less time explaining upcoming cases to surgeons.

- 3.** ADMINISTRATIVE Staff: The admin staff historically was delayed in getting out insurance claims secondary to waiting for Doctors' notes. This delay led to slower claims out and thus slower claims paid. With the new Program the Surgeons MUST complete the chart in order to discharge the patient thereby speeding up the claims. The admin team also spends less time inputting patient demographic data and can spend more time on insurance follow-up and "customer service"



The "touch tabs" allows me to quickly populate my notes with important pertinent information without having to type out everything. The portability of the tablets allows me to complete my notes simply with one finger (which I do while walking, standing, talking and/or listening). I especially like the way information is immediately uploaded to the patient's chart, making communication between doctors, assistants and front office staff instantaneous. It is also very helpful in communicating where patients are located, how long they have been waiting to be seen, and what they are to be seen for- all improving patient flow. The "talk to text" feature is helpful in dictating additional notes/ comments in the patient's chart...

Dr. Mary C. Robinson | Diplomat- American Board of Oral & Maxillofacial Surgery  
Maryland Oral Surgery Associates- College Park

## SECTION 2 | QUALITY



### Patients

1. Significantly reduced waiting room time
2. “WOW” factor as the patients are routed through the office noting the staff organization from the tablet computers.
3. Patients are now given a complete and detailed breakdown of their financial obligation with fees, co-payments and insurance payment.

There is no longer any confusion about expected payment on D.O.S. by patients. This leads to a much-improved trust relationship between patient and our office.

4. More “eye-to-eye” contact with patient as opposed to facing a computer screen while writing notes



### Other Advantages

1. Many surgeons utilize a transcription service, employ a “scribe”, or use a third-party service to input the doctors’ portion of the chart. This adds a SUBSTANTIAL additional increase in office overhead and a delay in getting the insurance claims out.

Medical Transcription Service Average Costs-  
(per CostOwl)

- ▶ It is standard for medical transcription services to charge per line of text. Although the average cost is usually \$0.12 to \$0.14 per line, prices can actually range anywhere from \$0.07 to \$0.20 per line
- ▶ Specialty practices may charge higher rates for harder to find MTs qualified (i.e. knowledge of that specialty’s terminology/ vocabulary)

- ▶ Transcriptions requiring immediate turnaround, higher rates will apply

2. MaxilloSoft has also eliminated our need for another 3rd Party Software, which provided appointment confirmation and reminder texts as well as email blast to patients as needed. This has resulted in a savings of \$250-325 PER office PER MONTH (\$3000- \$3900/year)!



I find the [MaxilloSoft] EMR is certainly saving significant time for routine consults and procedures, such as third molar cases.

Steven R. Kishter, MD, DDS | Diplomate,  
American Board of Oral & Maxillofacial Surgeons  
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## SECTION 3 | SUMMARY

The Maxillosoft EMR software has improved the quantity of work in our practice by freeing up the surgeons' time from tedious and time-consuming record keeping. This time has been replaced by increased numbers of patients and surgical production.

In addition, the Maxillosoft program has significantly improved the quality of patient care by improved administrative efficiency, smoother patient flow, greater patient satisfaction and improved quality of life for our staff and surgeons.

Although it is still in Beta-testing [during the period reported here] the MaxilloSoft program has resulted in an improved work environment and is reaping financial rewards for our practices.

*White Paper written and prepared by*

*Dr. Glenn Nathan*

*CEO | Maryland Oral Surgery Associates.*



MAXILLOSOFT saves time, minimizes mistakes, improves patient experiences, and provides peace of mind by making consistent and comprehensive case documentation incredibly easy and unbelievably fast. And because it was designed - and is used everyday - by two busy Oral Surgeons, this system really delivers.

We've created a system that is user friendly, yet immensely powerful. Our users have reported production growth of 15% and time savings of one hour.

**What would YOU do with an extra hour every day?**

**MAXILLOSOFT**  
MORE TIME FOR MORE

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