Mt. Airy Family Practice
Philadelphia, PA
4 Physicians
www.mtairyfamilypractice.com

**PRODUCTS/SERVICES**
- Pre-Registration
- Health History Forms
- Appointment Requests
- Referral Portal
- Prescription Renewal
- Ask A MD/RN/Biller

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**Using Medfusion’s patient portal, this family practice achieves the highest recognition level of the Patient-Centered Medical Home as dictated by the National Committee for Quality Assurance – reaping financial incentives from the state of Pennsylvania.**

Mt. Airy Family Practice is a four board-certified family physician practice specializing in diabetic care, and is dedicated to providing high quality medical care to the Philadelphia community.

Having had a static and outdated website for ten years, Mt. Airy Family Practice knew that they had to improve patient communications. Their only line of communication (the telephone), apart from an in-office visit, resulted in many patient complaints about how difficult it was to communicate with the office, so they began their search for an interactive website. As members of the American Academy of Family Physicians (AAFP), they sought the AAFP’s preferred partner for patient portal’s and acted on it by choosing solutions powered by Medfusion, an AAFP Advantage Partner.

“The AAFP is a large and well-respected physician organization that has the resources to research the best products, and since they chose Medfusion, that was good enough for us,” said Thomas Lyon, M.D.
Achieving Patient-Centered Medical Home Status with Medfusion

As a participant in the state of Pennsylvania’s Governor’s pilot program, “Improving Performance in Practice,” one of the requirements for a practice to receive financial incentives is to become certified by the National Committee for Quality Assurance (NCQA) as a Patient-Centered Medical Home (PCMH). As one of the first and only national programs to classify medical homes, practices are scored on how accessible they are to patients, how well they track labs and referrals, how well they provide self-management and care management to support patients, how well they manage chronic conditions, and more. Since the inception of the NCQA program in 2008, only a handful of practices have been recognized nationally, including Mt. Airy Family Practice.

“Using Medfusion, you don’t have to think too much about how to reach a high score on certain NCQA medical home elements.”

“We’ve been very pleased with Medfusion,” said Dr. Lyon. “The website was constructed so well, and implementation and training of the patient portal went so smoothly that we infrequently need to turn to Medfusion for customer support. Once the portal is up, it pretty much runs itself. It doesn’t require much support. We rarely need to make changes to our website, and if we do, we do it ourselves since we have unlimited content management capabilities. In the future, we plan to consider other Medfusion solutions, like Online Bill Pay. We’re already seeing an increase in revenue, and adding other solutions will no doubt enable us to continue to achieve operational and clinical success while providing quality care and convenience to satisfied patients.”

Reducing Phone Call Volume and Increasing Patient Satisfaction

After Medfusion redeveloped Mt. Airy’s static website to a fully-functional content management-capable website with a patient portal, their phone call volume decreased. “One of the biggest complaints from patients was that they couldn’t get through the phone line. They’d be placed on hold, sometimes for as long as ten minutes. And if they left a message, our staff would end up playing phone tag with them. Now our front desk staff doesn’t have to field so many complaints from patients who were placed on hold.” Medfusion’s patient portal has alleviated that frustration because now patients can go online and request an appointment or ask a question and our office is quick to respond via the secure patient portal. On a Sunday afternoon, a patient can submit a routine question through the portal that otherwise would have been a Monday morning phone call to our office.

Another portal solution that has increased patient satisfaction at Mt. Airy Family Practice is Pre-Registration and custom health forms. Patients can complete the forms online and in advance of their visit. “Medfusion designed the forms with questions in clinical order and in the sequence necessary to populate into our EMR system,” Dr. Lyon commented, “Our patients, particularly the younger ones, tell us that they’ve never had a doctor’s office offer them the ability to complete forms online and prior to their visit.”

Commenting about patient satisfaction, Dr. Lyon said, “We use an internal tool to measure our patient satisfaction. Since we implemented the Medfusion portal and got our patients using it, our patient satisfaction surveys keep coming in higher and higher. Patient complaints used to be front and center, and now they’re not.”

Seamlessly Connecting with Other Providers

Medfusion’s Referral Portal has been huge for both our practice and the patients,” said Dr. Lyon. “Before, when patients needed a referral to a specialist, our staff would have to get all the necessary information from the patient to send the referral to the specialist. With Medfusion, the patient has already entered their demographic and insurance information into the portal, so this really simplifies the referral preparation process and allows it to be done without tying up the phone lines. Processing ten referral requests previously could take up to an hour of a front desk person’s time.” For the patients, it means less time on the phone and that the referral request is being made whenever they have the moment to do it, day or night. For the practice, the referral process is significantly streamlined by reducing the back-and-forth communication between physician offices and the patient, which ultimately allows physicians and staff to spend more time on patient care – increasing the overall efficiency of the practice and ultimately driving patient satisfaction.

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