

Quatris Healthco Customer Profile

FERGUSON MEDICAL GROUP

THE BASELINE

The folks at Ferguson Medical Group (FMG) serve a unique population and require a unique practice management solution. After four years working with a practice management setup that didn't meet the specific needs of this group of rural health clinics, they found Quatris Healthco. Now, Ferguson has been able to optimize their workflows, expand their practice, and treat patients better by using Centricity Practice Solution Practice Management and EMR. To get the full picture of the effects legacy Quatris has made on Ferguson Medical Group, we spoke to some key members to talk about where their company started and where they are now.

THE PROCESS

The group came together in 1959, a mix of physicians with different medical specialties looking to create a streamlined process for medical care. FMG is now the largest physician-owned group in the state and serves Southern Missouri with seven different facilities, each with a range of specialties under one roof. "We're independent. We're not hospital owned, we're not affiliated with any corporations," explains Stephanie Koehler, Revenue Cycle Director of Ferguson Medical Group.

This independence allows FMG to focus on their patients. As their mission statement promises, "we are committed to services, innovation, and quality care while serving the complete medical needs of the Southeastern Missouri area." But the needs of this area are unique. This group is made up of rural health clinics that "serve an area that is underserved. We offer comprehensive services under one roof at multiple sites," says Meredith Hooper, Lab Director at Ferguson Medical Group.

Ferguson Medical Group needed someone who understood the nuances of their mission and would allow them to expand their practice. The transition to working with Quatris Healthco was instantaneous. "It was night and day," says Gary Powell, IT Director.

Not only did the software work better to fit their specific needs, but Quatris Healthco was able to implement innovative upgrades geared specifically to FMG's business model. Koehler explains, "We've really improved on our efficiency. We have better control, better documentation, better scheduling, better billing, and more accountability." By optimizing their system, FMG was able to optimize their entire business.

Before actually partnering with Quatris Healthco, FMG wanted to see how the switch would benefit them. "We had an hour long session to see what kind of problems we had that Quatris Healthco might be able to fix for us," says Powell. This phone call was with Renee Railsback, Advanced Services Specialist with Quatris Healthco, who was able to address many of the concerns that Ferguson Medical Group had about their software. Koehler added, "Without that team we would not be where we are today."



THE RESULT

Working with Quatris Healthco support staff has been a very positive experience for everyone at Ferguson Medical Group. "They're very responsive and thorough, providing training and insight that help our [productivity]," says Sharon Leonard, Director of Operations at Ferguson Medical Group.

Quatris Healthco understood the unique goals of FMG, and was excited to help them achieve them. Since working with Quatris Healthco, FMG has come a long way, and they expect to continue to grow. "Our business has expanded and we have been able to handle the expansion because of better workflows," says Hooper.

Location: Cape Girardeau, Charleston, Dexter, East Prairie, Kennett, Scott City, and Sikeston, Missouri

Specialties: Family Medicine, General Surgery, Otolaryngology, Internal Medicine, Nephrology, OB/GYN, Ophthalmology, Pediatrics, Podiatry, Psychology

Number of Providers: 39

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