

Welcome to  
Creekside Osteopathic Family Practice

Office of Dr. Randall M. West DO, FAAFP



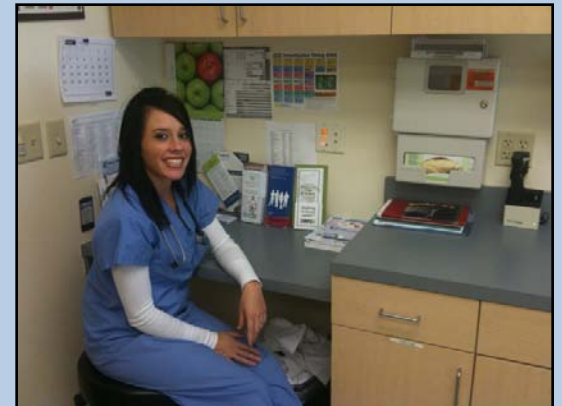
**Patients begin their office visit by signing in with our wonderful receptionists.**

**While the Patient waits patiently, they are constantly entertained in the lobby with different movies, pictures, and a fun kids play area .**





**The patient is then brought back by the nurse for vitals and for the initial interview in the exam rooms.**





**We have 8 exam rooms, that are specialized for the specific appointment type.  
i.e: A procedure room, an OMT room, a pediatric room, a physical therapy and a gynecologic room.**





**During the transition, we have the charts readily available if we need to reference any past medical history.**



**Goodbye to the  
days of dictating....**



**Hello to the days of  
point... click...click...Done!**





**In between patient appointments, the nurses have a lot of other tasks, such as charting, in-house laboratory tests, in-office prescription dispensing, and “nurse only” appointments.**





**At the end of each patient appointment, the patient returns to the receptionist desk to schedule any follow up appointments.**

**Charts get brought back to the receptionists desk where they line up to get filed.**



**Patient superbills are then sent to the biller for processing.**



# Charts.... Charts.... Charts....



Charts to be seen...



Charts to be made...



New Charts...



Older Charts...



Oldest Charts...

(A storage facility)

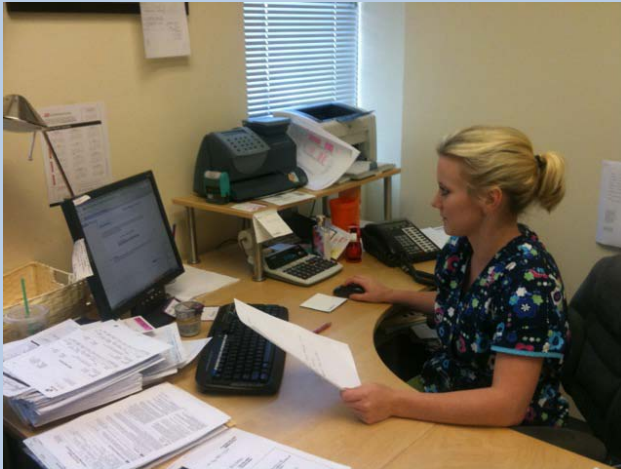
# Billing



Superbills and E.O.B.'s (explanation of benefits) used to come all by paper.

For each Patient: Superbill = 1 pc of paper, E.O.B. = 2-3 pc of paper.  
Calculated 35 patients per day (average) x 22 days per month x 12 months per year...

=~27,720 pieces of paper (minimal) per year that is now being sent electronically to the computer....



**vs.**



West's Mess Hall



"SWAMP II"



Creekside Osteopathic



Family Practice

