



**Annapolis Internal Medicine,
Annapolis, MD**

- 10 Health Care Providers
- 27 Support Staff

Efficiencies:

- Elimination of lost correspondence
- Dramatic reduction in call volumes
- Dramatic reduction in time spent entering patient information
- Dramatic reduction in time responding to patient inquiries

Results:

- Support staff reduced by 0.66 FTE
- \$197,683 annual savings

**Return On Investment of \$197,683 Achieved
via Reduction of Support Staff**

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At the end of 2004, Annapolis Internal Medicine implemented the AMCIS Patient Care Manager. This analysis shows the reduction in the number of full-time equivalent (FTE) support staff from 2004 vs. 2007. This reduction in FTE support staff is attributed to the successful use of the AMCIS Patient Care Manager.

• **Before AMCIS - 2004 FTE Staff:**

6.75	Health Care Providers
10.66	Patient Representatives (shared medical record responsibilities)
7.0	Medical Assistants
3.0	Billing Coordinators
1.0	Referral Coordinator
<u>1.0</u>	Office Manager
22.66	FTE support staff = 3.36 per HCP

• **After AMCIS - 2007 FTE Staff:**

10.0	Health Care Providers
10.77	Patient Representatives
10.25	Medical Assistants
4.0	Billing Coordinators
1.0	Referral Coordinator
<u>1.0</u>	Office Manager
27.02	FTE support staff = 2.70 per HCP

- Support staff was reduced by 0.66 FTE per HCP from 2004 to 2007
- A full-time position = 36 hours per week or 1872 hours per year
- Support staff earnings with benefits = \$16.00/hr
- Total savings = \$197,683 or \$19,768 per HCP

We invite you to Annapolis to see the staffing efficiencies created by the AMCIS Patient Care Manager!