

## SURGICAL HEALING ARTS CENTER CASE STUDY

### THE CHALLENGE

**Surgical Healing Arts Center** needed to improve its access to E-FORCSE®, Florida's Prescription Drug Monitoring Program (PDMP), and query PDMP data from other states. Many of the practice's patients are dual residents or visitors to the state, making it imperative to view the patient's prescription history in their home state.

Bariatric surgery patients typically have high pre- and post-operative prescription rate for opioids. Before the integration, the clinicians at Surgical Healing Arts Center sometimes struggled to accurately track prescriptions written by other providers. When the state mandated verifying the PDMP within two days of controlled substances prescription, the practice sought a technology solution that would fulfill the state's requirements while also giving providers the information to help improve patient care.

### ABOUT THE CUSTOMER

- Offers bariatric surgery, including sleeve gastrectomy and gastric bypass, as well as non-surgical patient support
- Office located in Fort Myers, Florida
- Uses eClinicalWorks cloud-based EHR solution





## THE SOLUTION

Surgical Healing Arts Center worked with Bamboo Health to integrate E-FORCSE with eClinicalWorks using Bamboo Health's PMP Gateway integration platform and NarxCare advanced analytics platform that provides patient risk analysis and other information in a visually interactive format that helps prescribers provide better patient safety and outcomes.

## THE IMPACT

With the PDMP-EHR integration, physicians avoid the tedious process of exiting the EHR, logging into the PDMP and running a query, and **saves several minutes for each patient**. It's now such a quick process—around five seconds—that they can execute it during a patient encounter, without sacrificing face-to-face interaction. **Physicians can also confidently prescribe knowing that a patient's PDMP history in Florida has been consolidated with other state PDMP data for that patient where the states have agreed to share the data**. This is especially important considering many patients are dual residents or visitors to Florida. Lastly, **they can better communicate with insurance companies when they scrutinize the quantity of pain medication prescribed to bariatric surgery patients**. Having such a comprehensive historical view of each patient makes it easier to communicate prescribing patterns to payers.

### Juan C. Ibarra, MSHIM, SA-C

Health Information Management -  
General & Bariatric Surgery First Assist  
Surgical Arts Healing Center

*"It's our responsibility to preserve the health of patients. When you treat a patient, you need to really know your patient. We talk to them about overdose risk and options for pain management. Being able to see the overdose risk score and other discreet data allows us to better understand their needs.*

*This integration made a huge change. It takes us just two clicks. The visualization and the risk score presentation is very clear. It's also an essential risk management tool and resource. We have more control over our prescribing practices. This tool helps us ensure we do no harm and over-prescribe."*



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# About Bamboo Health

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Bamboo Health (formerly known as Appriss Health + PatientPing) is a healthcare technology solutions company, focused on fostering care collaboration and providing information and actionable insights across the entire continuum of care. As one of the largest, most diverse care collaboration networks in the country, our technology solutions equip healthcare providers and payers with software, information, and insights to facilitate whole person care across the physical and behavioral health spectrums. **By serving 2,500 hospitals, 8,000 post-acute facilities, 25,000 pharmacies, 37 health plans, 45 state governments, and over one million acute and ambulatory providers through more than 500 clinical information systems electronically, we impact over 1 billion patient encounters annually in provider workflow.** Health systems, payers, providers, pharmacies, governments, individuals, and other organizations rely on Bamboo Health to improve care and reduce cost.

*Pharmacists and physicians use narxcare scores as indicators to further review details in the patient's prescription history as they attend to patients. Narxcare scores and reports are intended to aid, not replace, medical decision-making. None of the information presented should be used as sole justification for providing or refusing to provide medications.*



**HOW CAN WE HELP? TELL US YOUR NEEDS.  
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