Integrated Medical Services Sage Intergy to Allscripts PM Migration

Background

The team at Galen Healthcare recently assisted one of its clients in a conversion from an existing legacy Practice Management system to the Allscripts Practice Management solution, the standard within the organization. Integrated Medical Services, a multi-specialty physician led organization in the southwest, acquired Anasazi Internal Medicine. The practice was using Sage Intergy PM and requested that the demographic information, including the patient's primary care provider and insurance carriers, be converted.

Making the switch from one EHR or PMS to another can elicit thoughts of pain, as a shift from a paper-based medical system to an electronic system may be fresh on the mind. To further complicate matters, the existing EHR or PMS may have been in place for quite a reasonable amount of time and there is likely trepidation surrounding the valuable data captured in those legacy systems being successfully transferred to the new system.

Project Scope

- One Internal Medicine Practice
- Sage Intergy PM Source System
- ~1 year of demographic data spanning 9 providers

Integrated Medical Services is a multi-specialty, physician led organization servicing the Phoenix, AZ greater metropolitan area. With approximately 130 providers and over 60 locations, it provides high-quality, innovative healthcare to thousands of patients.

Conversion Process

Carrier and Provider Mapping

The first step in the conversion was to map the insurance carriers and providers used in the legacy PM system. To accommodate this, a flat-file extract of basic demographic records was provided by the legacy vendor. We provided a list of the distinct carriers and providers existing in the extract and the values were mapped to existing entries in the corresponding PM dictionaries.

Demographics

Next, demographic records were imported to the Test Allscripts Enterprise PM system. To prepare for this, the extract was scrubbed to remove any unwanted characters and formatting. Since the extract did not contain a legacy patient MRN, we used a unique, automatically generated identity value for the MRN. Any patients existing in the target system already were not overwritten.

Conversion Statistics

Anasazi Internal Medicine

11,244 TOTAL PATIENTS
were extracted from the source system

9,703 PATIENTS
and their demographic data were imported into Allscripts PM and consequently AE-EHR

1,541 PATIENTS
were not imported as they already existed in the target PM system

6 MINUTES
approximately to complete the import

Legacy Dictionaries
245 INSURANCE CARRIERS

Legacy Dictionaries
9 PROVIDERS

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Live Import and Bulk Load

Once patients were ready to be imported into the Live PM system, the import and subsequent bulk-load of patients from PM to EHR took place after-hours so as to not impact the real-time demographic and appointment interfaces as it is a First-In-First-Out (FIFO) queue.

Lessons Learned

With most conversions, there are invaluable takeaways and lessons learned. As a result, our documentation continually evolves as each client/conversion represents its own set of nuances, specificities and challenges. With this conversion, it was certainly no different.

Two outbound Reg/Sched interfaces from PM

Upon examination of IMS' production Allscripts Interface Engine (AIE) system, it was discovered that there were two outbound reg/sched interfaces from PM to AE-EHR. This initially caused problems with the patient bulk load as the interface was not recognizing the patients waiting to be migrated. To resolve this, changes to the bulk load trigger were made.

Two different abbreviations for PRM and RDM

When the provider mapping was completed, the abbreviations from the Provider Maintenance Dictionary (PRM) in Allscripts PM were used. While this is typically the correct method, it can present a problem if providers have a separate abbreviation in the Referring Doctor Maintenance (RDM) dictionary as the patient bulk load uses the RDM code for most clients. A simple reconciliation of the two records in both PM and AE-EHR solved the problem.

> IMS acquired Anasazi Internal Medicine and we wanted to bring the existing patients forward into the Allscripts PM platform currently being used across the IMS community. With Galen's assistance we were able to quickly and efficiently get the demographic data into Allscripts PM more than a week before the practice go live. This allowed us ample time to review the data and made the transition process that much smoother. Thanks to Galen, the entire project took just 3 weeks."