Octagos

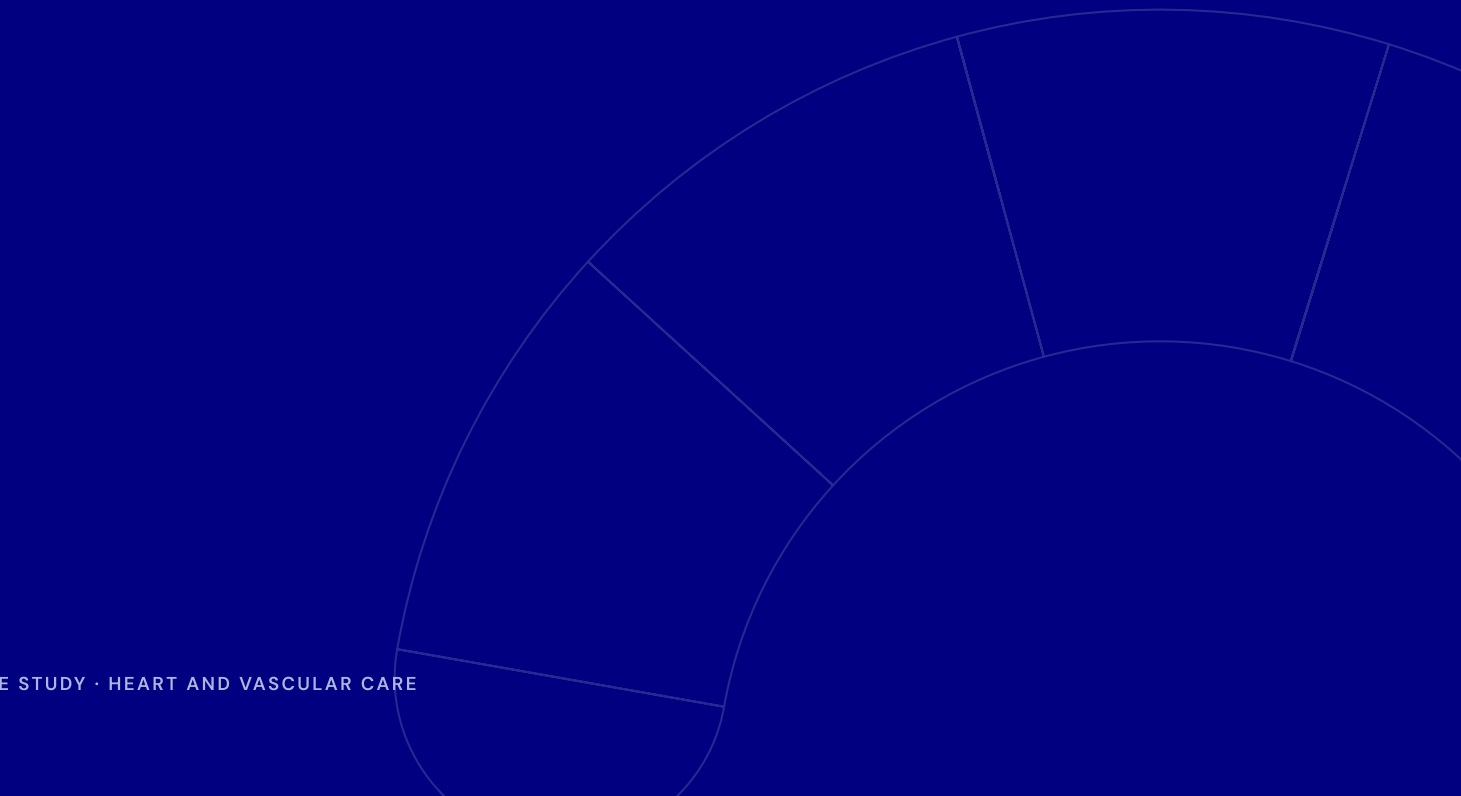
CASE STUDY · ATHENAHEALTH INTEGRATION

athenahealth Integration at Zero Cost, Live in 90 Days

How Heart and Vascular Care grew from ~1,800 to ~3,275 device patients without adding staff.

~1,800 → ~3,275

monitored device patients, same two-person team



Executive Summary

Heart and Vascular Care expected a long, IT-heavy athenahealth integration. Octagos delivered it in about 90 days at no cost to the practice. The device clinic has since grown from ~1,800 to ~3,275 monitored patients with the same two-person team.

What Octagos Delivered

- Zero-cost integration
- Anticoagulated patients flagged on day one
- Staff working independently after the first training day
- Claims generated automatically in athenahealth
- Patient growth with no added staff



"Everything was already laid out for us by Octagos. There was no guesswork."

Jennifer Gilbert, BSN, RN-BC, CCDS, Cardiac Device Nurse

Practice Snapshot

ORGANIZATION	LOCATION	EHR
Heart and Vascular Care, Inc.	Atlanta, GA	athenahealth

PROVIDERS

50+

APPs and physicians, including 3 electrophysiologists

DEVICE CLINIC STAFF

1 + 1

1 device nurse, 1 technician

CLINIC LOCATIONS

12

total locations

CIED PATIENT VOLUME



The Challenge

After a difficult vendor transition in the past, the team expected months of effort, billing disruption and gaps in alert visibility.

PAST EHR PROJECTS MEANT

- Long timelines
- Heavy IT involvement
- Manual work
- Billing disruption and uncertainty during transitions



"We expected a long, IT-heavy process. Instead, the integration was managed largely in the background, with minimal disruption to our team."

Katie Adams, Senior Director of Operations

The Solution

Octagos ran the integration end to end at no cost to the practice. No internal IT build time or interface budget was needed.

TIME TO GO-LIVE

About 90 days

Contract signed
Day 0

Kickoff
Step-by-step plan agreed

Go-live
~Day 90, working live in Octagos

How Octagos Ran It

01 Step-by-step plan from kickoff

02 Regular check-ins

03 Backend coordination handled by Octagos

04 Dedicated support through go-live

GO-LIVE

Same-day change

At go-live, the clinic asked to change how technician notes appeared in athenahealth. Octagos made the change the same day.

Day One

Day one

On day one, anticoagulated and other high-risk patients were already flagged in Octagos from athenahealth data. No manual reconciliation was needed. Through a 3 to 4 day vendor cutover, alert visibility and reimbursement continued without interruption.



Training

Three training days were scheduled. Staff were working independently after the first.

Day 1
Working independently

Day 2
Scheduled

Day 3
Scheduled



"They scheduled plenty of training time, but honestly, it only took a couple of hours to really pick it up."

Jennifer Gilbert

Workflow Impact

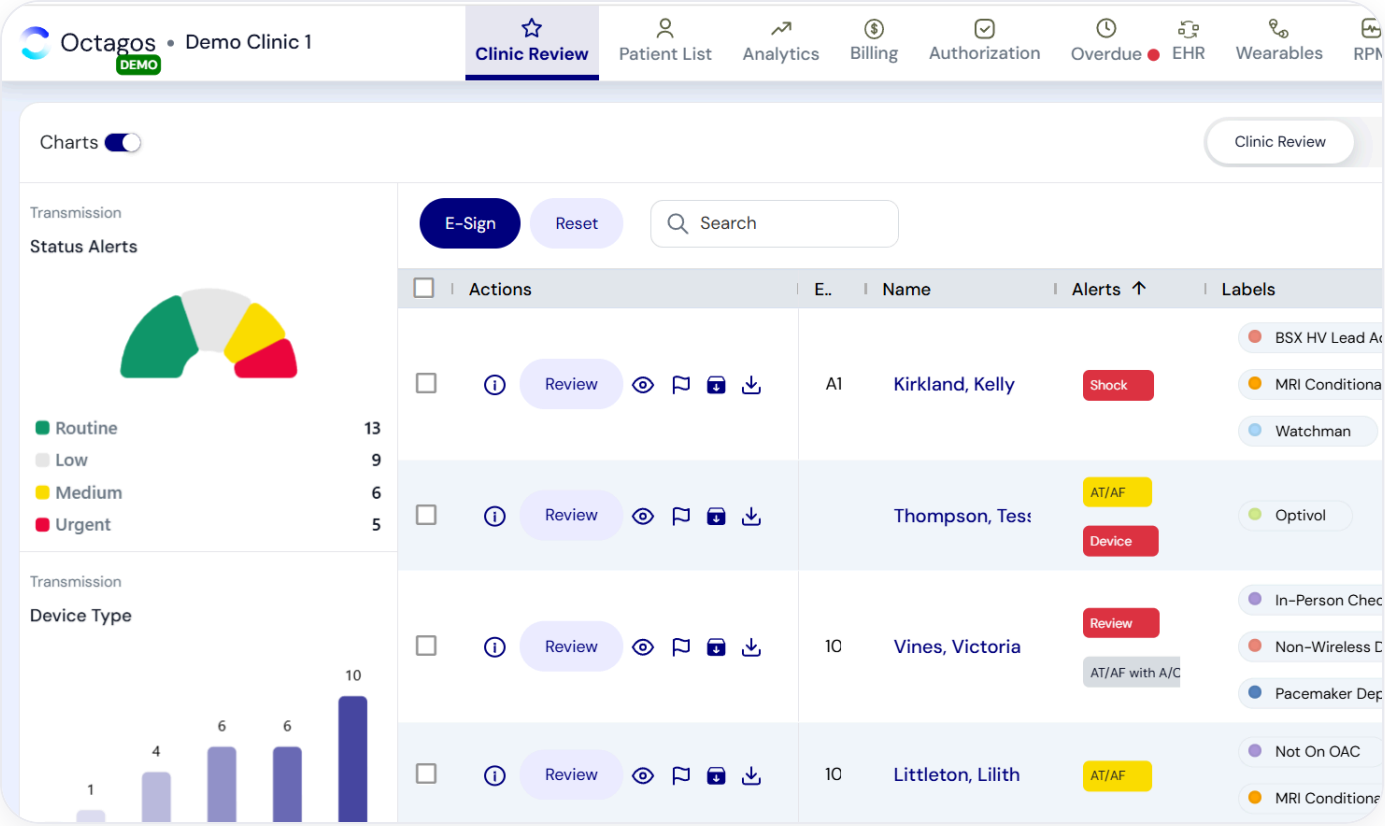
Before integration

Staff moved between multiple systems and handled device data and documentation by hand.

After Octagos + athenahealth

- Device reports upload automatically to athenahealth
- Medications and anticoagulation status visible at review
- Signed reports file to the chart automatically
- Claims generate at encounter completion

Now running across all 12 clinic locations.



Billing Impact

BEFORE

Manual CPT entry. Claims delayed 2 to 4 weeks after report finalization.

AFTER

Claims created automatically in athenahealth at encounter completion.



"It is a significant reduction in manual labor having a third party company versus managing remotes on our own. We would need an additional 2 to 3 employees to handle the amount of work Octagos compensates for."

Jennifer Gilbert



"It takes the manual work out, and we're able to bill more effectively and efficiently."

Sherry Whitfield, Billing Manager

Results at a Glance

$0
integration cost

~90 days
contract to go-live

Same day
customization at go-live

Day one
high-risk patients flagged

Automatic
claims in athenahealth

~1,800 → ~3,275
patients, same staff

Reflection



"With other systems, onboarding ends and you feel cut off. At Octagos, the follow-up never went away."

Jennifer Gilbert

THE TAKEAWAY

A zero-cost athenahealth integration, live in 90 days, that let the device clinic grow without adding staff.

Talk to Octagos | Explore EHR integration