

# Improving Patient Care

## Garner Internal Medicine

Primary Care & Medical Home  
Member of Key Physicians IPA  
Raleigh, NC



*“The system has had a tremendous impact for us and helped us provide even better care for our patients.”*

**Steven Turner**  
M.D.

## Challenge

- Manual process to complete forms for different referral partners, print and fax records
- Hope it went through & that they contacted the patient
- Cumbersome & time consuming process because of the high volume of referrals

## Practice Results

- 95% of referrals now conducted electronically
- First Infina connect customer to exceed 10,000 electronic referrals through the system
- 50% decrease in time invested to manage referrals
- Improved patient care
- Always know patient status

## IPA Results

- Electronic communication & coordination capability helped IPA secure population health contracts
- Increased contracted rate with primary insurance partner