



**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

## Yearly Savings of \$197,683 Achieved via Reduction of Support Staff

Annapolis Internal Medicine, Annapolis, MD

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:**

<b>6.75</b>	<b>Health Care Providers</b>
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
<b>22.66</b>	<b>FTE support staff = 3.36 per HCP</b>

• **After AMCIS - 2007 FTE Staff:**

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

- 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!*