

Customer Profile:

Name: Coastal Plain Hospital

Location: Rocky Mount, NC

Specialty: Acute Inpatient Psychiatric Care and Substance Abuse Treatment

Challenge: “I wanted to spend less time on documentation and more time treating patients. I needed a solution that would enable me to quickly create notes capable of withstanding an audit.”



Celso Lobao, MD is the medical director at Coastal Plain Hospital on the campus of Nash General Hospital in Rocky Mount, NC. A Joint Commission-accredited, 50-bed hospital, Coastal Plain Hospital offers inpatient hospitalization services to adults who need psychiatric and addiction care. Services include acute psychiatric care, substance abuse treatment, and medical detox. “This is an inpatient practice and the patients are acutely ill when they come in. Using ICANotes has allowed our practice to see more patients per day than we would otherwise be able to do,” explains Dr. Lobao.

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Celso Lobao, MD

“Our experience with ICANotes over the past 10 years has been excellent. You need very little instruction to use the program because it is so intuitive,” says Dr. Lobao. “ICANotes has done a couple of things for us. First, all of the critical information that you get on day one comes forward on each additional progress note. That is something that you cannot duplicate if you do a handwritten note.”

The most important feature for Coastal Plain Hospital, however, is the fact that ICANotes self codes. “That’s important especially if you are a Medicare or Medicaid provider,” says Dr. Lobao. “The government has strict criteria that must be used when you produce a note so that you can be reimbursed and know that you have fulfilled their criteria. I have not seen self coding in any other software program, psychiatric or non-psychiatric. This is really innovative. As you go through the program and

create a note and select buttons appropriate for your diagnosis and the level of the patient’s acuity, you can actually see where you are getting coding credit as you go along. It’s really helpful that you don’t have to create a whole note and then find out that you’ve created a 99231 note when you really needed to do a 99232 note to better reflect your delivered care.”

Another beneficial feature of ICANotes is the ability to customize the program for your practice. You can create your own custom buttons on every screen throughout the program that will automatically insert customized text specific to your patients and services. “In our practice, because we see a lot of patients with a dual diagnosis, we have a lot of buttons that talk about alcohol, cocaine, heroin, and withdrawal symptoms,” says Dr. Lobao. “We also have buttons that address the drugs we are using. For example, if the patient is on a Klonopin taper, we have buttons that describe how they are doing on day 1, day 2, and day 3. That’s one example of how we have customized the software for our practice.”

“The other function of a medical record is to share information with your medical colleagues ... with the nursing staff, with other physicians, with consultants ... and of course this program does that beautifully. I consider the coding side of the program to be kind of like the icing on the cake,” says Dr. Lobao. “I know that by using ICANotes I will have a very concise yet detailed and personalized note for each patient, and with the coding function I know that this note will not only be valuable in the inpatient setting but will also stand up to the criteria of an audit if one were to happen in this practice.”

In fact, Coastal Plain Hospital just recently went through a survey by the Joint Commission. “The surveyors scheduled a full day for the review but the quality of our notes allowed them to complete their audit in less time than predicted,” says Dr. Lobao.