

INNOVATING TOGETHER:

State of Franklin Healthcare's Collaboration with Veradigm and Exact Sciences

JOHNSON CITY, TN

Improving efficiency in healthcare

State of Franklin Healthcare is a multi-specialty physician group with over 280 providers across 33 locations, dedicated to delivering high-quality patient care. Yet, inefficiencies in managing Exact Sciences' Cologuard® test orders created unnecessary obstacles to consume staff time and increase the risk of errors. The existing manual, fax-based process took more than 30 minutes per order—an unsustainable burden that delayed care and strained clinical teams.

A traditional connection to a laboratory takes weeks or months to establish, and costs between \$10,000 and \$15,000 per integration. The moderate volume of Cologuard test orders made it difficult to justify such an expense. Exact Sciences and State of Franklin needed a low-cost, easy-to-implement solution to replace manual data entry and faxing with electronic ordering and results connectivity.

With Veradigm Electronic Health Record (VEHR) and the Veradigm Diagnostic Ordering and Results Network (DORN), State of Franklin Healthcare had the option to connect to Exact Sciences for electronic ordering and results retrieval at no cost within just a few days. DORN enables laboratories and providers to connect at scale without additional project work or development effort, eliminating the typical hurdles associated with traditional integrations.

Transforming workflows with the right people, processes, and technology

A well-coordinated implementation effort ensured that every element worked in harmony for the success of this initiative. State of Franklin, Veradigm, and Exact Sciences leveraged DORN's scalable infrastructure to replace manual inefficiencies with automated workflows, optimizing accuracy, efficiency, and patient outcomes.

People

EHR Clinical Coordinator Lori Birchfield played a key role in adoption, collaborating with Pat Cunningham, Senior Technical Program Manager at Veradigm, to ensure a smooth transition.

CLIENT PROFILE



Johnson City, TN
www.sofha.net

OVERVIEW

- State of Franklin Healthcare is a multi-specialty physician practice located in Johnson City, Tennessee, with 280 providers across 33 locations.
- Focused on primary care, OB/GYN, pediatrics, and specialty care.
- Privately owned, employing over 1,300 staff and serving their community with high-quality care.

VERADIGM SOLUTIONS

- Veradigm Diagnostic Ordering and Results Network (DORN)
- Veradigm EHR (VEHR)

CHALLENGES

- Time-consuming manual workflows for ordering Exact Sciences' Cologuard® tests via website or fax.
- Frequent errors caused by incomplete orders and challenging tracking mechanisms.
- Need for faster, more accurate order and results integration.

SOLUTION

- Collaboration between Veradigm, Exact Sciences, and State of Franklin Healthcare.
- DORN integration through Veradigm EHR for automated test orders and results retrieval.
- Tailored training and implementation process supported by Veradigm.

OUTCOMES

- Saved 20–30 minutes per order and an additional 10–15 minutes on results retrieval.
- Streamlined workflows, reduced errors, and improved accuracy.
- Improved patient care with faster turnaround times—results often in under a week.

"Customer service throughout this part was outstanding and remains great," Lori noted. IT Director James Hutchins praised the integration, adding, "Veradigm configured everything and made the transition effortless for us."

Processes

The phased rollout of Veradigm DORN across seven clinics within two months demonstrated the team's structured approach. Lori developed training materials to prepare clinics in stages, and Veradigm's support team provided hands-on guidance to refine workflows based on feedback.

Technology

The integration of Veradigm DORN with VEHR fully automated Cologuard test orders and results tracking. Staff could proficiently place and retrieve orders within their existing system; this eliminated fax-based communication entirely. "We no longer have to fax orders. Instead, we just drop the order and output it to Exact Sciences directly through the interface," Lori explained.

The impact was immediate. What once took over 30 minutes now takes just five, so staff can focus on patient care instead of administrative tasks.

The results: Measurable impact and tangible success

The synergy between State of Franklin Healthcare, Veradigm, and Exact Sciences focused on more than technology. It brought meaningful and measurable change to the practice's daily operations. The collaboration resolved longstanding inefficiencies and introduced workflows that delivered results beyond expectations.

1. Efficiency gains

Before DORN, staff manually completed test orders, often taking over 30 minutes per order. With the Veradigm integration, automation streamlined the process, cutting completion time dramatically. "By doing it this way, it only takes about five minutes," Lori clarified.

2. Time savings

Beyond faster ordering, retrieving results has become simpler, saving an additional 10–15 minutes per case. Providers access results within the EHR without having to log into multiple systems, further improving workflows.

3. Faster turnaround

With proactive tracking in Veradigm EHR, engaged patients now receive results in just days, providing timely follow-ups and improved care. "Depending on how engaged and responsive the patient is, we can actually get results back in under a week," Lori emphasized.

4. Simplified workflows

The integration between DORN and Veradigm EHR eliminates errors from incomplete information and lost faxes. The unified system boosts accuracy and reliability to instill confidence in the process.



"We no longer have to fax orders. Instead, we just drop the order and output it to Exact Sciences directly through the interface."

— LORI BIRCHFIELD

EHR CLINICAL COORDINATOR AND LPN



5. Improved provider satisfaction

Abnormal results flagged in red within the EHR offer prompt follow-ups, helping providers prioritize patient care more effectively. "The technology component was straightforward, and Veradigm configured everything to make the transition effortless for us. Now, it's easier to focus on what truly matters: patient care," James noted.

Collaboration in action: Strengthening connections

The alliance between State of Franklin Healthcare, Veradigm, and Exact Sciences exemplifies how strategic collaboration can accelerate efficiency and improve patient care. From the outset, the shared commitment to streamlining workflows and eliminating manual inefficiencies set the foundation for success.

Unlike traditional lab integrations that require costly and time-consuming development, DORN offered seamless connectivity at scale—without additional project work or expenses. Through DORN, State of Franklin Healthcare connected to Exact Sciences for electronic ordering and results retrieval in just days, completely revamping how test orders were managed.

Beyond technology, hands-on implementation support played a critical role. Lori Birchfield, EHR Clinical Coordinator, highlighted Veradigm's exceptional customer service, recalling, "For an entire month, they were with us every step of the way. They addressed errors in real time and taught us to effectively resolve issues." This deep engagement helped staff adopt



new processes quickly and integrate them into daily workflows.

James Hutchins, IT Director, emphasized how Veradigm eliminated typical integration hurdles: “The way Veradigm configured the interface to meet our needs made everything uncomplicated. It helped us transition smoothly, without the headaches that typically come with new systems.” Veradigm’s support didn’t end after implementation—ongoing assistance remained readily available through their client portal for continuous optimization.

Exact Sciences also played a crucial role, introducing State of Franklin to DORN and demonstrating the advantages of electronic connectivity for Cologuard test orders. Their commitment to progressive diagnostic tools reinforced their shared dedication to improving patient outcomes.

Through the integration of cutting-edge technology and expert implementation, Veradigm and Exact Sciences delivered a scalable, cost-effective solution that eliminated inefficiencies, reduced provider workload, and improved patient care.

Looking ahead: Expanding opportunities for success

The success at State of Franklin Healthcare marks just the beginning of DORN’s impact. As Veradigm continues expanding DORN, even more laboratories and radiology centers will gain access to seamless connectivity. This expansion will eliminate



“The way Veradigm configured the interface to meet our needs made everything uncomplicated. It helped us transition smoothly, without the headaches that typically come with new systems.”

— JAMES HUTCHINS
IT DIRECTOR



costly integration projects and accelerate adoption of electronic ordering and results across the industry.

The ongoing collaboration between Veradigm, Exact Sciences, and healthcare providers reflects a shared commitment to improving diagnostic workflows and patient outcomes. Veradigm continues to prioritize efficiency, accuracy, and accessibility in order to pave the way for scalable, interoperable solutions that benefit providers nationwide.

Through forward-thinking technology and dedicated collaboration, the future of healthcare connectivity will be faster, more accessible, and more efficient so providers can dedicate more time to high-quality patient care.