



Emergency  
Physicians



## Choosing the Right Physicians

When patients come to your ED, they are frightened, traumatized, and often in extreme pain. They want to see a doctor quickly, but not just any doctor. They want to feel they are in the hands of someone who is highly skilled, thorough, and emphatic.

The ever expanding onslaught of patients arriving in EDs across the country means that your Emergency Department interacts with more members of the community than any other division in the hospital. How your patient's needs are met in the ED plays a large role in the reputation of the hospital as whole. It's critical that your team satisfy both a patient's physical and mental needs.

Emergency Physicians Professional Association (PA) is here to help. Emergency Physicians PA is a group of doctors, physician assistants, and nurse practitioners who specialize in emergency medicine. Since 1998, we've been providing cutting-edge emergency medical care for our patients and superior physician management for our hospitals.

At Emergency Physicians PA, our patients feel confident in their choice in emergency care. How so? By building a practice of doctors who personify the qualities most important to hospital administrators and patients alike – expertise, dedication to quality care, professionalism, integrity, and passion for medicine.



## Reaching a Common Goal

Emergency Physicians PA was founded by two career emergency physicians - Paul Torre, MD and Amir Rassoli, DO, who met while working in the emergency department at a Houston area hospital. As the two doctors worked side by side, they discovered they shared two common bonds - a laser-sharp focus and a compassion for their patients. Realizing these were skills that were lacking in today's emergency medicine, they decided to combine forces and Emergency Physicians PA was born.

Year after year, Emergency Physicians PA consistently proves our dedication and worth to our clients. Our team works seamlessly

with the rest of the hospital staff. We attend hospital meetings and lend our insight into Business Development, Risk Management, and Quality Care initiatives. We put more into our client relationships so that our clients get more out of them.

In fact, one client trusts us so implicitly that we were granted full department status, even though we still provide our services as an outsourced company. At this hospital, Emergency Physicians PA manages the entire ED department. We treat our client's patients as our own and provide an outstanding level of care. Simply put, our partnerships are based on a well-earned level of trust.

Our best work.

## The Emergency Physicians PA Difference

### Owners on Call

Dr. Torre and Dr. Rassoli take the phrase “physician owned and operated” to heart. They both still practice emergency medicine each week. They take shifts right alongside the rest of their employees, and attend hospital staff meetings so that they are fully aware of the issues affecting each division.

The high caliber of service received by patients, our clients’ level of confidence in our Company, the clinical proficiency of our doctors, and our exemplary retention rate are a direct result of Dr. Torre and Dr. Rassoli’s direct level of involvement in the day-to-day process.

### Our Doctors Have a Vested Interest in Your Success

At Emergency Physicians PA, our doctors, physician assistants, and nurse practitioners are not contract employees or hired guns. They are full-time employees with all the benefits of such - company-paid health,

dental, and malpractice insurance, and a 401(k), and profit sharing. Our physicians have the luxury of combining their love of the fast pace of emergency medicine with the stability of full-time employment.

Creating a staff of full-timers was a deliberate decision on our part. It simply makes good business sense. Full-time employees are more involved in the decisions they make on behalf of your hospital. They have a heightened sense of commitment. And they know that their success as a physician will be forever linked to the success of your emergency department.

We recruit the best and brightest from UTMB, UT Health Science Center, and even NASA. Once our physicians join us, they are here for life. Emergency Physicians PA stands for consistency, in fact, the same four physicians who staffed the emergency



department when we started in 1998 are still here today. 100 percent of our staff is Board Certified/Board Prepared in Emergency Medicine and 60 percent carries additional Board Certifications in specialties such as Internal Medicine, Hyperbaric Medicine, and Family Practice. As a whole, our physicians have an average of 14 + years of emergency medical experience.

#### **Higher Doctor/Assistant to Patient Ratio**

Emergency Physicians PA has a higher doctor to patient ratio than most emergency departments, which leads to more efficient, effective ED procedures. For example, in a hospital with an average of 50,000 annual patient visits annually, Emergency Physicians PA staffs five doctors and two physician assistants each day – averaging 70 hours of medical coverage in a 24 hour period. Simply put, with Emergency Physicians PA, your patients receive better care and faster results.

#### **We love what we do.**

#### **Our patients recognize that.**

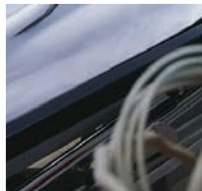
Patient satisfaction is the key to a successful healthcare organization. Numerous studies indicate that satisfied patients often recover more quickly. This leads to goodwill within the community, positive word-of-mouth promotion, and more patients in your hospital.

The truth is - the definition of quality care varies from patient to patient. While one may value a doctor who took the time to thoroughly explain a situation, another may value speed. This is where our passion for emergency medicine comes in. Satisfied doctors produce satisfied patients. Satisfied patients play a more active role in their own care. Satisfied patients have a higher level of trust in their doctors and, as a result, may further disclose symptoms and related experiences. This gives our physicians a greater opportunity to deliver high-quality care. We treat every patient as our own - caring for their physical as well as their mental needs.

## How Your Hospital Will Benefit


Emergency Physicians PA operates under a “model of excellence.” That means from their first day of employment all the way to patient follow up after an ED visit, we expect nothing but excellence from our physicians. Since your ED is your front door to the rest of the hospital, creating excellence in your ED permeates throughout the patient’s stay in your hospital. We work within your organization to create a culture of service. When you partner with Emergency Physicians PA you benefit from:

- Full time employees vs. independent contractors which increases commitment to care and decreases turn over
- An in-house ED committee that ensures physicians are aware of issues within the hospital
- Physician leaders who model excellence behaviors which carry throughout the organization
- Monthly monitoring of patient throughput and physician productivity
- Physicians working in tandem with nursing staff to improve patient outcome
- Weekly team meetings to review successes and areas of growth
- Physicians who take an active role in in-hospital teams and work in conjunction with hospital administrators
- Physicians who are compensated based on patient satisfaction and productivity





## Services Designed with a Hospital's Needs in Mind



Emergency Physicians PA's strength is complete ED Management. As practicing doctors ourselves, we understand the intricacies involved in managing a hectic, complex, and dynamic ED. In addition to providing staffing solutions, we also provide:

- ❖ **Billing Services** - As a fee-for-service operation, we're reimbursed by the patient, not the hospital. We handle all documentation, billing, and collection services. We also work with your Medical Records department to guarantee seamless service delivery.
- ❖ **Compliance** - HIPPA, Medicare, Coding Issues, Patient Privacy, Billing Accuracy – the legal requirements of each afford a myriad of compliance issues. This is why we've developed a comprehensive compliance program. Emergency Physicians PA utilizes chart reviews, physician education, as well as reporting and monitoring procedures to ensure compliance with all Federal and State regulations.
- ❖ **Chart Management** - Charts are collected and processed daily for billing purposes. We verify the collection of all charts, which includes the T-System documentation system.
- ❖ **Scheduling** - Scheduling an ED is often akin to trying herd a group of toddlers through a toy store. Everyone has a different want. Over the years we've developed techniques which produce better schedules, reduce the time needed to build them, and maximize productivity along the way.
- ❖ **Quality Assurance** - Our main goal is to provide the highest quality of care to our patients. However, should any patient have a concern, each inquiry is reviewed by our Medical Director, Dr. Torre.
- ❖ **Process Analysis** - We regularly examine and monitor our processes and systems to find new ways to increase efficiency. Whenever necessary, we implement new processes and tools designed to increase consistency, streamline operations, and minimize costs.

## Why You Should Choose Emergency Physicians

When seconds count, you need ED doctors who can make smart decisions sooner. From triage cases to extremely intricate surgical procedures, Emergency Physicians PA's staff is respected for making the right decision, every time.

### **Emergency Physicians offers:**

- ✚ 100% Board Certified / Board Prepared doctors
- ✚ High doctor to patient ratio
- ✚ Experienced physician leadership
- ✚ A to A++ rated malpractice insurance
- ✚ Guaranteed patient satisfaction
- ✚ Outstanding regulatory and liability expertise
- ✚ Accurate billing and coding services
- ✚ Full-time doctors committed to your hospital's success
- ✚ Dedication to continuous improvement
- ✚ Direct CEO involvement
- ✚ Proven reimbursement expertise
- ✚ Seamless care delivery

And lastly, the team at Emergency Physicians PA has a true passion for emergency medicine. We admit, that may sound clichéd. But it also explains why many of our clients have been with us for as long as we've been in business. When your ED is staffed by our doctors, you can rest assured that your patients will feel confident about their choice for emergency care – today, tomorrow, and well into the future.





Emergency Physicans PA  
[www.EmergencyPhysiciansPA.com](http://www.EmergencyPhysiciansPA.com)  
877-837-3772 (EPPA)