



Physicians' Diagnostics & Rehabilitation

Locations: Burnsville, MN; Coon Rapids, MN; Edina, MN; Maplewood, MN

Web site: www.pdrclinics.com

Affiliated hospitals: Fairview Southdale Hospital, Lakeview Hospital

	Key: (-) = Information not submitted, (N/A) = Not applicable
Service Capabilities	
Offers weekend/evening appointments	Yes (all sites)
Offers free, on-site parking	Yes (all sites)
Uses electronic medical records (EMR)	No
EMR is certified by the Certification Commission for Healthcare Information Technology	N/A
Has a formal process for communicating with a patient's referring physician (for providers who see referred patients)	Yes (all sites)
Uses an electronic system for tracking lab tests to ensure ordered tests are completed	-
Uses an electronic system for tracking imaging tests to ensure ordered tests are completed	-
Provides health prevention or treatment information to patients via print or video materials	Yes
Offers classes on various health topics (or, if a single-provider practice, refers patients to organizations that provide classes)	No
Uses an electronic tool for prescribing medications	No
Top five conditions handled: 1. Low-back pain with or without leg pain 2. Neck pain with or without arm pain 3. Headaches 4. Post-spinal surgery rehab 5. Spondylolisthesis (displacement of one vertebra on top of another)	

Information in this profile was collected during fall 2008 using a survey developed by Medica in conjunction with its Patient Choice program. The information was self-reported by the clinic.

Top five conditions seen that require surgery: 1. Herniated disc 2. Spinal stenosis (narrowing of the spine) 3. Degenerative disc disease 4. Scoliosis 5. Spondylolisthesis	
Top three surgeries performed	N/A
Percent of surgeries/procedures that require additional unplanned corrective work	N/A
Has a written strategy to address issues of health disparities	–
Has nurse practitioners or physician assistants	No
Participates in clinical trials/research activities	No
Quality Improvement Activities	
Has a written quality improvement program	–
Has an active quality improvement committee Top three issues being addressed: 1. Patient satisfaction 2. Provider education 3. Quality assurance	Yes
Compares individual physician's performance with the performance of other physicians in the clinic	Yes
Compares clinic's performance with the performance of other similar organizations	Yes
Has processes in place for: – identifying adverse incidents – reporting adverse incidents – analyzing adverse incidents – preventing adverse incidents	– – – –
Percent of physicians who are board certified in the area in which they practice	Greater than 50%
Measures patient satisfaction Results available for viewing	Yes –
External Recognition	
Received recognition(s) for best practices or quality measures	–
Certified or accredited by external organizations	–

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Web Tools and Information	
Offers the following electronically:	
Appointment scheduling	–
E-visits	–
Payment processing	–
Prescription refill requests	–
Ability to communicate with patients via secure e-mail	–
Communication of test results (lab results, etc.)	–
Reminders for routine visits	–
Blogs or online support groups	–
Requests for copies of medical records	–
Online access to medical records	–
Other	–
Clinic's Web site offers the following information:	
Profiles of physicians/clinicians	Yes
Registration materials	Yes
Downloadable forms	Yes
Patient satisfaction data	–
Pricing information	–
Research information on conditions treated	Yes
Information is based on original research performed by this clinic	–
Conditions addressed	–
Offers Wi-Fi access	No
Physical Therapy-Specific Information	
Areas of expertise	Spinal care
Certification(s) therapists have received:	MedX certification, continuing education
Treatment philosophy	Active therapeutic approach
Facility offers on-site:	
Gym/exercise equipment	Yes (all sites)*
Swimming/therapy pool	No
Whirlpool	No
Massage therapy	Yes (all sites)

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Physician oversight	Yes (all sites)
Other: Traction, phonophoresis (ultrasound with topical medications), iontophoresis (delivery of medication through the skin using a low electrical current)	Yes
*Patients can access amenity after treatment is completed	
Chronic low-back pain	
Average number of visits to treat	16
Percent of patients referred on to surgery	1%
Percent of patients treated who've already had surgery	20%
Acute low-back pain	
Average number of visits to treat	6
Percent of patients referred on to surgery	0%
Percent of patients treated who've already had surgery	1%

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