eClinicalWorks

Paving the Way to Success.

Webster Medical Group, PC

The Challenge

Webster Medical Group, a fast-growing practice, was finding that the volume of paper charts was becoming unmanageable and presented a risk to patients. Webster Medical looked to implement an EMR that would improve office efficiency while continuing to deliver high-quality medical care. Webster Medical Group was also interested in utilizing best practice standards.

The eClinicalWorks Solution

eClinicalWorks' comprehensive, unified solution fit that need perfectly. It offered an intuitive, easy-to-use, flexible solution that followed the practice's current workflow from front office scheduling and messaging, to billing and accounts receivable.

Success

After installing eClinicalWorks with minimal workflow disruption, the practice increased productivity and patient satisfaction, and addressed work costs effectively.

Webster Medical Group, a five-physician practice located in Rochester, New York, provides a full range of services in pediatrics, internal medicine, and family medicine. Its goal was to increase office efficiency as part of a continued commitment to improving patient care. By reducing the amount of time needed for managing paperwork, its hope was that staff would be able to focus more attention on patient care.

EMR Selection and Implementation

With the increased acceptance of EMR technology, Dr. Kartik Patel understood the value of embracing this technology. He knew that in order to keep pace with the practice's increased patient volume and remain in the forefront of practice innovation, Webster Medical Group should begin the transition to an Electronic Medical Record. He began investigating solutions, knowing that the transition to a paperless office would be a welcome challenge for his office staff. The shift from paper charts to an EMR would streamline business operations while staff would have to continue to provide superior patient care.

After lengthy investigations screening multiple vendors, eCW stood out among the crowd.

"Everything was there for me in one package, from scheduling to billing, with a workflow that mirrored the way our office ran," Dr. Patel said. "All around it was a good fit."

The flexibility of the eClinicalWorks workflow process was a key factor in adapting to its current office task structure. eClinicalWorks templates are flexible and easy to customize and merge, allowing for efficient capture of clinical information, with the ability to share among partners.

The billing module met all Webster Medical Group's requirements, and the robust practice management features eClinicalWorks offers were also an integral part of the selection decision. The costs

associated with manual input, verification and collections for each patient was eliminated. Using the practice management automation features, back-office claims are processed, billing is reconciled to payments received, and reports are easily generated to track charges and cash receipts. Using eClinicalWorks, Webster Medical Group was able to improve office efficiency, increase the percentage of clean claims, and reduce days in A/R, all resulting in significant improvements to the bottom line.

"Once everything was written in a book with a pencil to erase. Now everything is at your fingertips."

Alicia Stabley, Front Office Staff

Eliminating Paper Improves Efficiency and Patient Care

It was evident that Webster Medical Group's system of paper charts had negatively impacted business operations. Misplaced or misfiled patient records were a huge concern, from both patient safety and efficiency perspectives.

As with any new technology, the staff was initially hesitant to make a change, but with Dr. Patel's knowledge and guidance a clear plan was established to manage the transition to an automated system. eClinicalWorks' approach to implementing and training helped to make the transition smooth with the support team available to provide timely responses.

"Support is superb," said Office Manager Michele Smith. "I can tell you we've had a situation where we needed immediate attention to our server, and they've been back in touch with us within like 10 minutes."

Dr. Patel and staff did an exceptional job managing the full deployment with minimal disruption to practice and patients. The first several months involved the scanning of all patient records and within eight months the practice had completed the transition from paper to an EHR.

For the staff, eClinicalWorks solution has meant greater efficiency and time savings. There are no more stacks of charts to carry back and forth. Filing has been eliminated; searching for a chart is as simple as pulling up a name. Automating the practice makes sure each patient gets the best care possible. Many patients want to be informed and involved in their care. With the elimination of paper charts, the clinical staff can instantly view the patient's record online, print the information out immediately, and respond to patient calls or questions for medication refills, lab results, etc., within the hour — no more searching for charts. Messages are immediately routed to the appropriate staff, eliminating wait time and increasing patient satisfaction. The quick turnaround time on issues has had a positive impact for patients.

As the third anniversary of using eClinicalWorks approaches, the new solution has integrated well with the practice's established processes and workflow. The transition continues to work smoothly and "is a very workable system that is also evolving and serving us well, a significant part of the practice," according to Dr. Barton Kaplan.

By improving efficiency, Webster Medical Group has increased the quality of patient care and reduced the risk and costs associated with paper charts.

Achieving Recognition for Quality

In 2009, Webster Medical Group was the first recipient of the first Heal V.3 EMR payment from the State of New York. This award was presented by the Monroe County Medical Society to providers who demonstrated the use of an interoperable EHR, Web portal and other tools that share information and increase quality and efficiency in the healthcare industry. Dr. Patel's dedication and expertise influenced the approach the practice took to bridge the gap between traditional clinical documentation and the new requirements for Meaningful Use. The practice was able to meet these requirements utilizing eClinicalWorks dashboard reporting tools and defined program structure.

eClinicalWorks' service-based approach was straightforward. "Everything was there," stated Dr. Patel, from setup and guidelines to supporting documentation. Webster Medical Group's five physicians have all attested to Meaningful Use by showing improvements in quality of care that otherwise could not have been analyzed using paper records.

Value of Using eClinicalWorks EHR:

- Patient charts are easily accessible to all staff; information is readily shared, enabling staff to complete their jobs in a timely manner with minimal interruption.
- The secure internal messaging system has significantly improved the quality of care. Physicians can review their messages frequently throughout the day and provide direction for the treatment of their patients.
- Ongoing training is always available to new and existing staff members via the eClinicalWorks Customer Care Portal.
- Patient care has improved through easy access to accurate records.
- Billing revenues increased through the capture of charges for services rendered, accurate coding of encounters, and thorough documentation.
- Reporting and documentation features assist in meeting quality initiatives.
- Workflow is easily customized to meet existing practice requirements.
- Improved staff productivity is realized with electronic prescribing and order entry, internal messaging, and integrated fax capability.

Since implementing eClinicalWorks in 2009, Webster Medical now has the ability to handle all the workflow routines the practice needs, with scheduling, office management, and an EMR/PM to track the status of claims electronically. By improving efficiency, it has increased the quality of patient care and can continue to grow the practice.