

Bergen Neurology Consultants

The Organization

- Privately owned general neurology practice
- Five physicians, one location
- Provides EMG, vertigo testing, carotid ultrasound, and ambulatory EEG services

The Challenge

Finding an Electronic Medical Record that would save time, improve efficiency, streamline workflows, improve revenue, and enable the staff to provide a pleasant experience for their patients

The eClinicalWorks Solution

The eClinicalWorks comprehensive EMR/PM solution and the eCW Patient Portal:

- Improves office efficiency and provides a positive experience for patients
- 99% first-pass acceptance rate on claims

Located in Bergen County, New Jersey, Bergen Neurology Consultants was formed by five physicians who came together to provide local patients with healthcare comparable to that offered in the surrounding urban areas. Bergen Neurology physicians offer EMG, vertigo testing, carotid ultrasound, and ambulatory EEG services, along with affiliates that provide neuropsychological evaluations and physical therapy.

EMR Selection and Implementation

In 2008, Bergen Neurology Consultants began its search for a comprehensive Electronic Medical Record. The paper-based system they were using had become a detriment to the efficiency of their office. It would often take days to find charts, resulting in much frustration among the entire staff. The goals of implementing a new EMR/PM system were to:

- Enhance workflow efficiency
- Increase communication among physicians
- Improve overall healthcare for patients

After evaluating several EHRs, Bergen Neurology Consultants selected eClinicalWorks as its vendor. (eClinicalWorks is a CCHIT 2011/2012 Certified TM product for ambulatory and child health and is ONC-ATCT certified for Meaningful Use.) Ease of use and provision of an integrated Practice Management system were keys to the selection of eClinicalWorks.

Teresa Maslonka, Bergen Neurology's office manager for the past 14 years, says that using eClinicalWorks enables the staff to be better organized and lessens stress. This has led to better interactions among physicians and better healthcare for patients.

Clinical and Administrative Improvements:

- Enhanced office functions and documentation – no time wasted looking for charts; information can be readily provided as requested; less time spent scheduling appointments; streamlined check-in process.
- Improved communication among physicians and between physicians and patients. Providers have access to patient information when on call.
- Improved patient care; more time spent with patients; ability to better track medications patients are taking; diagnostic/ imaging orders can be ordered directly from the physician, thus eliminating the need to write separate prescriptions.
- 99% first-pass acceptance rate on claims — improvement from 90% with legacy, paper-based service.
- Maximize use of electronic submissions for ERAs and direct deposits, thus saving time and money.
- Patient Portal is appealing to patients who request electronic communications to save time and paperwork.

“We actually... screened a half a dozen different systems... You (eClinicalWorks) were head and shoulders better than anyone else... In terms of integrated systems... there was just no one else who came close, so it was easy.”

-Dr. Joseph H. Willner, M.D., Bergen Neurology Consultants

Meeting Patient Expectations

Maslonka believes that every patient who walks into the practice should have an efficient and pleasant experience. She states that many patients have inquired about electronic communications and is now happy to offer them Patient Portal. This saves both the patient's and the staff's time in the login procedure, including collecting copayments and filling out the necessary paperwork. Patients also benefit from improved physician interactions, with less time spent searching for documents and hand-writing notes and prescriptions. E-prescribing reduces waiting time at the pharmacy and eliminates the need for paper prescriptions.



Dr. Joseph H. Willner, M.D.

Future of Healthcare

- Efficiency – see large volume of patients, document data accurately, and bill accurately
- Integration of physicians with each other or within hospital systems

“As consultants, we have patients coming into our office only once or twice. We have to make sure that the patient coming to us for the first time is satisfied; the visit has to be efficient, pleasant, and a good experience. With less time spent entering information, doctors will have more time to talk to patients, leading to better interactions and better care.”

-Teresa Maslonka, Office Manager, Bergen Neurology Consultants

Return on Investment

Bergen Neurology Consultants recouped their initial EMR investment within two years of using eClinicalWorks; transcription services costing \$100,000 annually were completely eliminated.

