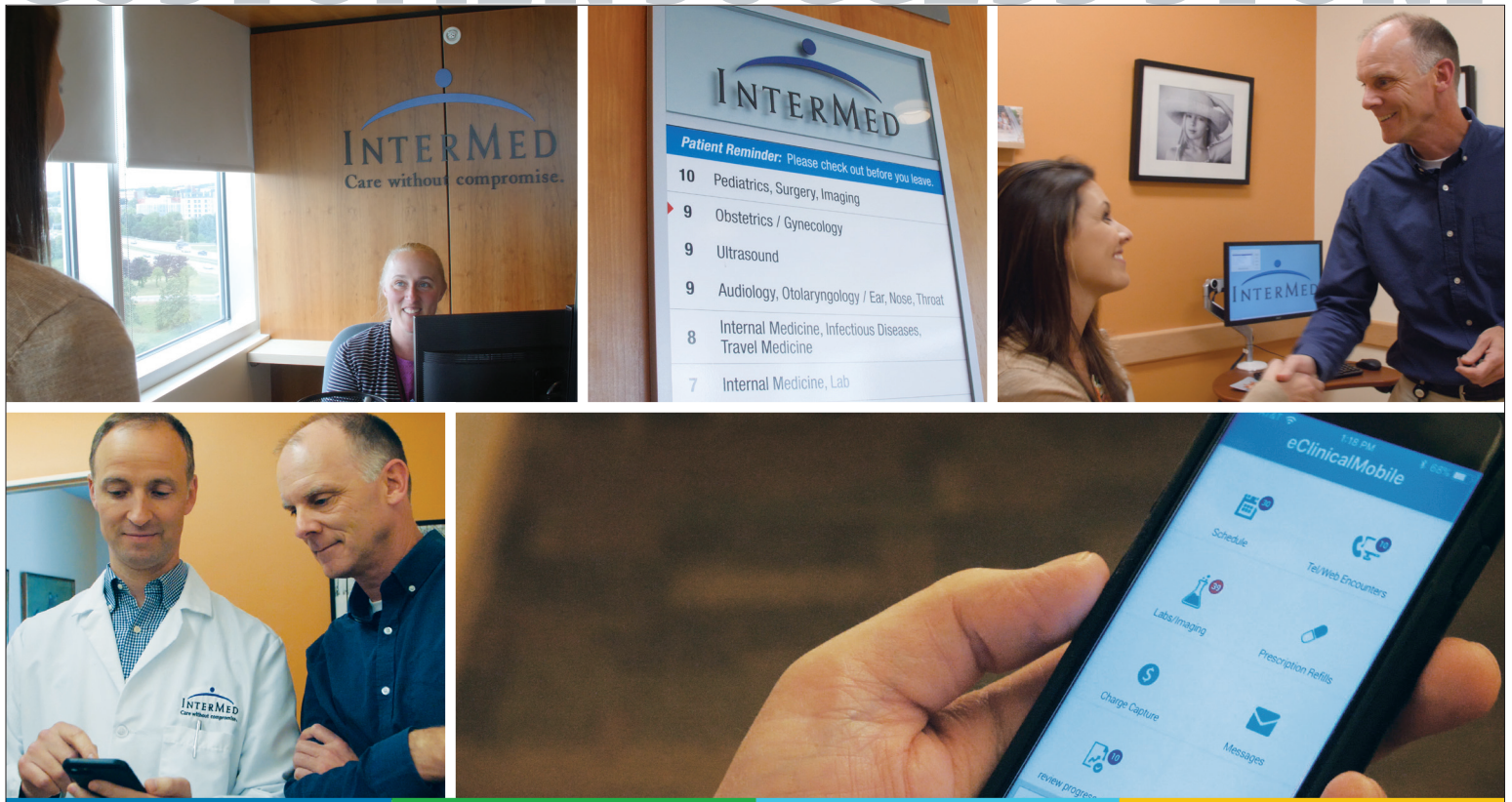


eClinicalWorks CUSTOMER SUCCESS STORY



InterMed, Portland, Maine

How eClinicalWorks Scribe Supports Care Without Compromise

The Challenge

For Portland, Maine's InterMed, the eClinicalWorks EHR has meant better documentation throughout their busy, multi-disciplinary practice. But they found that with an EHR physicians had more tasks to do. InterMed needed tools to handle a growing volume of patients and the complexities of modern healthcare — while guarding against physician burnout.

The Solution

InterMed has embraced all aspects of the eClinicalWorks EHR, including Messenger campaigns and Patient Portal. But the most critical tool was eClinicalWorks Scribe, which is permitting physicians to complete Notes quickly and easily throughout the day, rather than spending most of the patient encounter staring at a computer screen.

The Results

InterMed physicians now use spare moments throughout the day to complete Notes, dictating with eClinicalWorks Scribe. They can now focus on eye contact and listening to patients. In addition to saving some time, their documentation is now much less intrusive, freeing them to focus on other tasks — and their personal lives.

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An Easy Transition and Rapid Progress



Scott Patch, MD

When Dr. Scott Patch joined Portland, Maine's InterMed 13 years ago, part of his job was to help the multidisciplinary practice transition from paper records to the eClinicalWorks EHR.

Having come from a paperless practice, Dr. Patch found the transition was an easy one.

The transition was made easier still by the practice's architects.

"The building that we're in today was under construction shortly after we went into that transition with the electronic record," he said, "and we built this building with no room for paper charts, in order to be able to maximize space. In a very short period of time, we went from fully paper to a paperless practice."

From the very start with eClinicalWorks, InterMed determined they would use as many of the EHR's features and options as possible. Having a powerful and flexible EHR was perfect for the practice, which covers the full range of medicine, from primary care, pediatrics, women's health, and OB/GYN, to cardiology, dermatology, infectious diseases, urgent care, and sports medicine. They also offer a wide range of services, including audiology, labs, imaging, surgery, physical therapy, and workplace health services.

"We fully embraced all aspects of eClinicalWorks and have been marching forward with many of their components," Dr. Patch said. "We use the Messenger system. We have been a big user of the Portal and have a very large percentage of our patients using the Portal."

A Surprising Development

As smooth as the transition to the EHR was, it did bring a couple of surprises. With the EHR in place, Dr. Patch said, what needed to be done each day became clearer and better organized, and tracking tasks was much easier.

"A lot of tasks sort of flowed back to the physician, and how to delegate those back out has been less clear," Dr. Patch said. "For the past several years, InterMed has struggled like most practices with provider satisfaction, and this has been primarily around the amount of work that you have with the EHR and documentation and working at home at night and other demands on the physician — in addition to the documentation."

In other words, the EHR is a great new tool, but it doesn't reduce the amount of work a practice has to do. Rather, it provides them with the means to complete that work more efficiently, provided they approach training and implementation in the right way.

That's why InterMed's next project was widescale implementation of eClinicalWorks Scribe, with the aim of helping providers reduce the amount of time they were spending on their documentation while allowing them to be more "present" during patient encounters.

How eClinicalWorks Scribe Helps

InterMed had tried human scribes and preloading information into patient records, but nothing worked like eClinicalWorks Scribe.

"When you're seeing a patient who has a complicated past medical history, you're under a lot of pressure to accurately document everything they're telling you," said Dr. Peter Emery. "You can fall into the trap of just being like a court stenographer and taking dictation essentially, and typing everything in while the patient's talking to you. You're listening to them, but they don't know that!"

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— Dr. Peter Emery

“You can document much faster with this, and if you don’t finish everything the moment you have to leave the office, you can use it anywhere,” Dr. Emery said. “I had to leave the office to go to the airport, and while I was waiting there, I just dictated my Notes. And that’s something that I would have been doing at 11 o’clock that night, instead.”

Dr. Patch agrees that Scribe is improving both the quality of Notes and the quality of doctors’ lives.

“One of the liberating things about having it on my phone is that I now don’t have to extract myself from my family’s events, or my family time, because I can be much more mobile,” he said.

Making Documentation Less Intrusive

More than 25 of InterMed’s physicians are now actively using eClinicalWorks Scribe, helping the practice fulfill its mission statement of “Care Without Compromise.”

- Scribe saves a tremendous amount of time when dealing with complicated cases, detailing the History of Present Illness, and engaging in medical decision-making.
- Note cloning, common diagnoses, and treatment plans are much faster and completely customizable.



Dr. Scott Patch and his colleagues at InterMed are now using time throughout the day to complete their documentation with eClinicalWorks Scribe, such as while waiting in the car.

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- The voice-recognition software that allows for dictation is very reliable, handling accents and medical terminology. While some review of Notes is needed, the technology saves a lot of time.
- Even when Scribe doesn't reduce the amount of documentation, it can make that work less intrusive.

Eye Contact Is Back!

The positive impact of eClinicalWorks Scribe continues to be felt throughout InterMed. Even those providers who are using it on a limited basis have found the quality of their Notes is improving.

For Dr. Patch, it has been a game-changer.

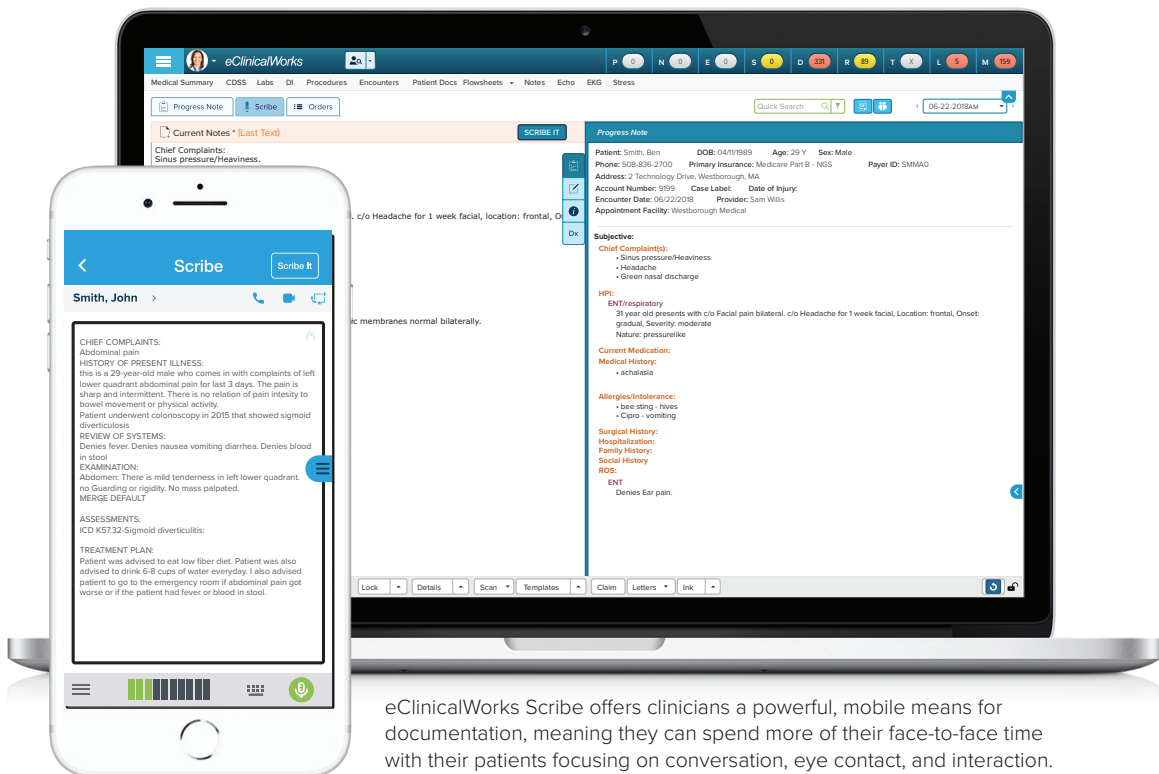
"I have greatly reduced the amount of time that I feel I am taking away from my personal life to do my charting," he said. "And, from a patient's perspective, I definitely feel that they have gotten a benefit out of this. Primarily because now I'm not in front of the computer typing. I am not distracted by that red jellybean that has just suddenly popped up, making me think about what crisis is developing. I'm much more focused on my patients, eye to eye, and I definitely feel they are benefiting from that."

"With dictation, you don't even have to look at the computer," Dr. Emery said. "You can type maybe a couple of prompts to remind yourself after the visit, but there's much better face time with the patient."

eClinicalWorks Scribe is transforming workflows for the better.

"For straightforward urgent or acute care visits, I don't even bring up the computer," Dr. Patch said.

"Most of that is just going to be based on history, and I can do the Note from start to finish on my local device. So that's a 100% engaged patient visit!" ■



eClinicalWorks Scribe offers clinicians a powerful, mobile means for documentation, meaning they can spend more of their face-to-face time with their patients focusing on conversation, eye contact, and interaction.