

Customer Success Story

Chisholm Trail Pediatrics

Powerful Pediatric Care With eClinicalWorks and healow

The Challenge:

Staff at Chisholm Trail Pediatrics, a rapidly growing pediatric practice, needed to find ways to reduce administrative burdens such as retrieving patient charts so they could focus on care delivery.

The Solution:

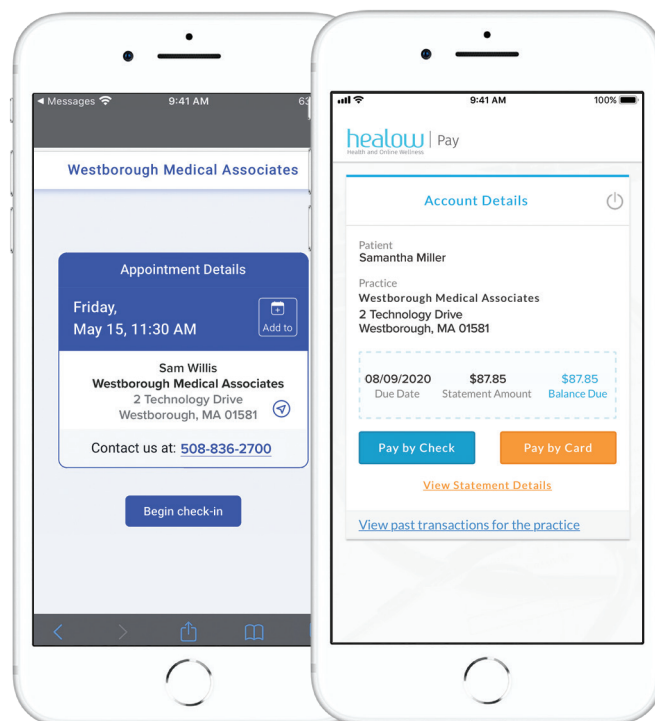
Chisholm Trail Pediatrics signed with eClinicalWorks® and used healthcare IT solutions to streamline workflows and documentation, both to improve care and make staff members' jobs easier.

The Results:

By using eClinicalWorks and healow® technology, Chisholm Trail Pediatrics has met the challenges of growth. Front-office staff are saving time on routine office procedures, allowing them to more easily fulfill their philosophy of never turning away any patient. Staff are also looking forward to using more of this technology in the future.

"One of our philosophies is that we never turn patients away," explained Emily Littleton, the IT Director and Office Manager for Chisholm Trail Pediatrics.

Once a small pediatric practice in the Greater Austin, Texas area, this eight-provider practice has now expanded to two locations and continues to grow rapidly. With over 8,000 patients who receive care at Chisholm Trail Pediatrics, Littleton and her staff needed a way to not only honor the practice's philosophies but provide patients and staff with technology that would lead to better care.



With healow CHECK-IN™, patients are able to check themselves in, save copies of their insurance cards, and pay outstanding balances/copays. healow Pay™ gives patients the ability to make payments when they're ready by simply clicking on a secure link found in a text message.

“With healow CHECK-IN, the patients call us, we ask them where they parked, and we tell them we’ll see them soon. And that’s it!”

— Emily Littleton, IT Director, Office Manager

Paper records be gone

About two years ago, the practice transferred all their paper charts to the cloud-based eClinicalWorks Electronic Health Record (EHR) system.

“It’s just made a world of difference,” said Littleton. “The time that we have saved using the EMR. We still have our same personnel and can let them focus on what they want to do and not just on chart pulling.”

Navigating a pandemic

When the COVID-19 pandemic hit, Littleton and her staff wanted to find a way to use healthcare IT technology to continue delivering quality care to their patients.

healow CHECK-IN, our contactless check-in solution, has been revolutionary for busy parents, reminding them that an appointment is coming up and allowing them to make any changes to demographics or insurance, pay outstanding balances/copays, and more. They can do it all simply by clicking on a secure link found in a text message prior to the appointment.

This solution also continues to make the job easier for front office staff at the practice.

“With healow CHECK-IN, the patients call us, we ask them where they parked, and we tell them we’ll see them soon. And that’s it!” Littleton said.

No patient left behind

Staff at Chisholm Trail Pediatrics don’t turn patients away because of the inability to make a payment immediately. healow Pay has allowed the practice to ditch paper statements (that are

often so easy for recipients to forget about) and gives patients the ability to make payments when they’re ready by simply clicking on a secure link found in a text message.

“It’s really helpful to not only remind patients about that balance but pay as they can. When that text message comes, it’s a quick reminder,” said Littleton.

Looking forward to the future

As an IT director, Littleton has always been fascinated by technology. She’s especially excited about the relationship that new technology has with connecting to younger parents.

“Our parents are younger and younger,” explained Littleton. “I have patients that would much prefer to do everything through messaging then give us a phone call. It’s kind of a generation switch that’s happening. So, we’re really excited to build those relationships.”

Littleton is also looking forward to further utilizing healow TeleVisits™. Prior to the pandemic, the practice never had a real reason to rapidly adopt televisits. Since then, one of the practice’s providers has been able to convert 50% of his ADHD consultations to televisits and conduct quick televisit appointments when patients needed to receive a medication refill when they were unable to visit the office because of a COVID-19 diagnosis.

“We’re really excited, whether the pandemic continues, or if it’s normal medicine again, to keep the televisits going,” said Littleton. “And hopefully introduce more things. Some things you just can’t do with televisits, especially with babies, but we’re hoping to expand what we can do with them and the ability to do it.”