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## **Raymond Fernandez, M.D.**

**Cardiology**

**Albertville, AL**

### **Dr. Raymond Fernandez Gives Heartfelt Care With WRS**

When Dr. Raymond Fernandez left a group practice to open his eponymous solo cardiology practice in 2003 he was glad that he would be able to make his own decisions and he wouldn't have to attend mandatory staff meetings any longer. But after implementing an EMR from the get-go, he hit a snag: he had been using a server-based EMR and it was no longer meeting his busy practice's needs.

### **Do The Math**

Dr. Fernandez sees 30 patients a day at his office in Albertville, AL. In addition, he serves 15 to 20 patients who come to the practice to undergo tests. Add about five procedures that he performs at a hospital and another five to ten consults per day and you can see why he would benefit from a web-based system that would enable him to work more efficiently.

“I started using an EMR right away, even before it became vogue. I started with Intuition, which later became Cerner. It was a server-based system and because of changes within Cerner and our needs I looked for a new EMR and practice management software provider,” said Dr. Fernandez.

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‘This is going to work for me.’”***

## Real People

When it comes to the support a physician can count on from an EMR company after he signs on the dotted line, first impressions are usually a harbinger of things to come. When Dr. Fernandez started his EMR search he made many phone calls. “Anybody who couldn’t even answer the phone, was out. If I called once and got an answering machine, that company was out. I didn’t need to follow up with them. At WRS, people actually answered,” Dr. Fernandez said, adding, “I looked at small and large companies, including Centricity and I compared prices. Some prices were outrageous. There were some systems which were actually free, but you get what you pay for. I settled on three EMRs and was just about to sign with one when I found WRS. WRS package was just so much better than the other packages, especially the price. It’s priced reasonably. WRS was good because it’s a dynamic EMR. It changes with you. You can customize it so well. When WRS demoed the EMR, I said, ‘This is going to work for me.’”

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## Simplicity Is A Virtue

Charting with a cluttered EMR can be very time consuming and physically draining. “Another thing I liked about WRS is that it looked simpler. It didn’t look as busy. If it’s so busy on the screen it’s harder to work with, and it’s not easy on the eyes. I like the cleaner look of WRS,” said Dr. Fernandez.

## A Click in Time Saves Nine

Pacemakers, defibrillators, cardiac cauterizations, arteriograms, angiograms, stents, angioplasties, including balloons are among the many hospital procedures that Dr. Fernandez performs in the afternoon. “That’s why it’s important for me to finish early. In the morning I see my patients in the clinic. The other patients are getting the tests that have been scheduled, like stress tests, echocardiograms, carotid dopplers, holter monitors and arterial and venous dopplers. When I’m finished with the office, then I rush to the hospital; I do my procedures and after my procedures, I go ahead and see the inpatient consults. It’s a long day. Before I would finish my clinic at 3

p.m., whereas now I finish at 1:30 p.m. WRS is a lot faster. It's a big deal. The templates speed me up a lot. The EKG main complaints are all in the Review of Systems. We have a checklist. Somebody clicks those in for me and I just review them when the patient gets to the examining room. After that I make any corrections that are needed and I just type in whatever else I need to type in the History of Present Illness box. A lot of the things that really need to be documented for the visit are already on the other click boxes, which have already been clicked for me and I really don't need to repeat everything by typing everything. I just type the salient points," said Dr. Fernandez.

## Web-Based Benefits

Being able to quickly glean information from patients' test results helps Dr. Fernandez provide quality patient care and that in turn increases patient satisfaction. Emphasizing that he performs inpatient and outpatient procedures, Dr. Fernandez said, "I have a nurse in the hospital who pulls my clinic records and the patients I've scheduled. The records are part of the requirement before the procedure for review. The nurse pulls them, prints them, puts them in the chart and I'm ready to go. If I'm doing a heart catheterization because of an abnormal stress test, I need to know what the stress test showed. All I have to do is get into the site and they look it up for me and print it out for me. It does save a lot of time and it helps enhance patient care. Continuity—it's all there."

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## Instant Access Is Key

Having a system that enables instant access to a patient's records from anyplace and at any-time also enables Dr. Fernandez to access patient records in a heartbeat. "I do stress tests, ultrasounds and EKGs. We're able to store them all on WRS. It's important so that you can pull the reports up whenever you need them and they are right here. You can be anywhere, you can be abroad, and you can just log in and pull the report out. If somebody calls you and asks you a question, you don't need to go to GoToMyPC to log into your server, because it's all on the web-based EMR," said Dr. Fernandez.

***“I didn’t realize how simple e-prescribing was. It’s really a great advancement. It’s a lot faster sending out the Rxs. I have bad handwriting. If I had to write the Rxs manually it would take a lot longer and there is going to be a higher chance for errors.”***

## **An E- Fix For Poor Penmanship**

Have poor penmanship? You are not alone. WRS e-prescribing capability is a no brainer for physicians whose penmanship is questionable. “I didn’t realize how simple it was. It’s really a great advancement. It’s a lot faster sending out the Rxs. I have bad handwriting. If I had to write the Rxs manually it would take a lot longer and there’s going to be a higher chance for errors. If it’s printed nicely then there’s less chance for errors. That’s important. I also get WRS alerts about possible drug/drug interactions,” said Dr. Fernandez.

## **Continuity of Care Equals Patient Satisfaction**

Monitoring a patient’s progress is essential to providing quality care. “Our EKG machine is compatible with being able to send the data digitally. We upload the studies to WRS and then I look at it and I sign it digitally. That helps with patient care. I have everything there. If I have a question I can review the tests. I actually can review tests from years back. They are all there. I can even review the pictures from previous years. Ever since we started uploading the actual stress test pictures I can actually review them side by side. WRS enables me to do this. I can absolutely see if the patient’s condition has gotten worse or better. They appreciate that. They can see that we’re trying our best to really provide good patient care and I think that so far we’ve been successful. Patients can see what I’m doing. Some patients complain to me. They say, in this or that other clinic the physician doesn’t know what’s going on with me. That’s because they don’t have all their records there. The physicians have to ask everything all over again and that frustrates the patient,” said Dr. Fernandez.

Having a less frazzled staff that is free to help with patient care duties also equates to increased patient satisfaction. “We use WRS automated patient reminders and WRS scheduling. It helps the staff,” Dr. Fernandez said.

## **Added Protection**

No physician wants to be embroiled in a lawsuit, but when lawsuits occur they can be detrimental to a medical practice. When queried whether WRS helps Dr. Fernandez with risk mitigation,

Dr. Fernandez immediately replied, “Yes. With the documentation, once we sign off no one can alter it from our end. We can just add an addendum. If there’s a lawsuit and they are looking at records, no one can argue, ‘Hey, you changed the records’ because right off the bat, we can say, ‘We could not alter that record.’ It is important that we have a clear, clean record. The biggest thing about lawsuits is, when you actually alter records, once they know you have an altered record that puts you behind the eight ball. Having WRS, right off the bat, we can say, ‘We don’t alter records. We can’t alter records.’”

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## **There’s Comfort in Certifications**

Knowing that WRS has achieved trustworthy certifications is important to Dr. Fernandez. “That was another concern, but is actually a comfort, it’s a positive for me because I knew I didn’t have to worry much about my documentation system not being acceptable to the government. We got a check for \$16,000 last year. I came to the conclusion I don’t have to worry. I have a biller who uses WRS Billing module. Customer service is really good. Especially if we have a problem, all we have to do is put in an e-ticket and we get a response. The billing department support is really good, and the IT support is really good. Every now and then we have a rejection because of minor errors. We haven’t had any major issues,” said Dr. Fernandez.

## **Going It Alone**

So, now that Dr. Fernandez’s practice is far from being a nascent business, what’s it like hanging out a shingle with your own name? “It’s got positives and negatives, but mostly positives. When I was in a group, we had to have a meeting to discuss if we were going to change the paint on the wall and what color; right now I don’t have to worry about that. I can decide on my own,” said Dr. Fernandez.

While Dr. Fernandez lives in a beautiful scenic area, close to Guntersville Lake, don’t expect to see him lounging around or casting a line. “I have a little pond by my house. I would love to fish, but I have not. In a few more years I’m hoping that I’ll be able to retire. I have two children who are starting med school now and a young college freshman. I’m waiting for them to finish. Once

they make their own salary I don't need to worry and I can retire." So for now it's all work and no play from morning till night? "Yeah. That's our life," said Dr. Fernandez.

## Great Expectations

Finally, when asked if WRS met his initial expectations and what he relished most about the system, Dr. Fernandez was hard pressed to name just one attribute. "I'm really glad I went with WRS because I like the way they comply with all the requirements and the way we get all of these updates. We had the basic training and then we went ahead and used it. It's worked for us the way it should be working. I am not a good typist and that's why I like the point and click system. I have been recommending WRS. WRS really has good pricing. With Centricity, you're looking at close to \$100,000. When I started with Cerner, the software and computer cost me \$50,000 at that time. Cerner also had monthly payments. You can't beat WRS price. It's a good deal."