

## Web-Based EMR Breathes New Life Into Quality Express Clinic Family Practice



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### Quality Express Clinic Family Practice / Urgent Care Wichita Falls, TX

When Debra Walker, FNP owner of Quality Express Clinic Family Practice was notified that one of her patients had become unconscious in the midst of a church service, there was one thing that she could do to save the patient’s life. No, she didn’t get in her car and speed to the church. There wasn’t enough time. Instead, she instantaneously accessed the patient’s medical records to find out what medications the patient was taking. This action, which enabled her to pull up the patient’s medical information resulted in saving the patient’s life. How did she accomplish this life saving feat?



Enter WRS web-based EMR system.

While Walker isn’t faced with medical emergencies like this each and every day, having implemented WRS, a web-based system has breathed new life into her practice.

“I had a very bad experience with another EMR and so in my search for this EMR I was very diligent in getting responses and references from other folks who were using this web-based EMR. I had three colleagues who were currently using WRS and they were very pleased. I went to their clinics and saw the way that WRS ran. I saw the ease and user friendliness of the system and that’s what I needed. My last EMR was not user friendly. It was very complicated and it took a lot of time. One thing that was very important to me was to decrease my time with the EMR and spend more time with the patient,” said Walker.

# WRS CLIENT CASE STUDIES

What features does she like most? Without hesitation, Walker answered, “Speed. The one thing that has been tremendous is that it’s almost instantaneous and I don’t have to wait for anything to load or download very long at all. I like the ability of the interface of the lab, which has been very helpful. I also like the ability to make templates and to make the EMR look the way that I would like it to look.”



Emphasizing that with the previous EMR, the practice had many billing issues, Walker said that from the onset of WRS training, she was confident that billing issues were not going to be a problem. “The training is another advantage to WRS. You are given multiple options. You are given the online training with a person on the phone who is an expert in your field. I had a provider to train me in the EMR, there was a billing person to train our biller and a front office person who trained our front office staff. That’s a good advantage. There is also self guided training available online which is also helpful when you forget something. You don’t have to call someone and wait for them to call you back. You can go through that little module and refresh your memory. The experts WRS had on the phone with us were able to answer every one of our questions and walk us through everything. It was a far greater experience than we had in the training before with our previous EMR,” she said.

Acknowledging that she’s not web savvy, Walker said WRS tech support has been very helpful. “We’ve had very few problems though, so we’ve not had to access that except on a very few limited occasions when we were hooking up our label maker and the camera. We didn’t need to hire an IT person to do that. WRS just walked us through,” asserted Walker.



Finally, when it comes to the practice’s daily workflow, Walker is pleased that with WRS she can more easily focus her efforts on the one thing that is most important to her—and that is, improving patient care. “I save time by not having to write things out. The templates are wonderful in that I can just point and click and that saves me time and allows me to spend more time with the patients answering more of their questions than to be tied up with the medical record itself and documenting everything I’ve done,” Walker concluded.