

Practice Makes Perfect With EMR



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TN Perfect Walk-In Clinic Urgent Care Nashville, TN



Visit TN Perfect Walk-In Clinic’s website. Click on office hours and you’ll see an eye opening message to patients: “We do not take breaks during our operating hours; you can come in whenever you wish.”

With this welcoming and friendly approach, it is no wonder that when Dr. Hengameh Arab, M.D. opened TN Perfect Walk-In Clinic in Nashville, Tennessee three years ago, she wanted to implement an EMR. This would enable her to pursue her goal of providing excellent primary care services to patients ages six-weeks old and up. Dr. Arab, who treats minor injuries such as sprains and fractures, also offers other services, including sports and school physicals, diagnostic testing, men and women’s wellness health evaluations, and chronic disease management for conditions such as HTN, diabetes, and lipid disorders. The practice is open seven days a week.

No stranger to using various EMRs in her medical career, Dr. Arab said, “It took me awhile to study different systems, how specific they were, their details, ease of use, and prices. When I opened my own practice, as I went through the process of EMR presentations, I found Waiting Room Solutions to be the most effective for me. It’s very detailed. It’s easy to use. It’s really affordable. I really like it a lot,” said Dr. Arab.

Detail Oriented

Noting that implementation of the EMR was also effortless, Dr. Arab said, “By the time I started seeing patients, everything was in and we started seeing our first patient using the system. It was very easy. It’s very specific and very detailed. WRS doesn’t leave anything out. You see everything you need to know about the patient. There is room to add your personal time of services and your personal time of writing. You can really customize the EMR to the way you like to write your charts.”

“I’ve used the privacy forms from WRS for my patients. All of that is packaged in the system. That makes my life easier.”

Crowd Pleaser

According to Dr. Arab, TN Perfect Walk-In Clinic’s patients are flocking to the WRS patient portal for a variety of reasons. “Patients really like the patient portal. They like the access that the portal affords. They like to get information about their medications. They like how they can go in and ask questions, which is very nice. If we send a reminder, they can check their messages. They can also send a question in and we can respond to them. The technology makes it very easy,” said Dr. Arab.

Questions and Answers

Emphasizing that WRS provided a lot of training to help the practice get started using its cloud EHR, Dr. Arab said, “They have helped us a lot. WRS answered a lot of questions. Any time we approached WRS, they were very helpful.”

Commenting on the insightful updates and innovations that WRS has made since she implemented the cloud EMR, Dr. Arab said, “I really truly appreciate all the updates and changes that have been made that make it easier and easier to use WRS. It’s very detailed. I’m totally satisfied. I have everything I needed to have in one system.”

Perhaps, Dr. Arab summed up her decision for choosing WRS best with this assessment: “I chose WRS cloud EMR over other solutions because it was an easy choice. The system is detailed, self-explanatory and easy to use. If I had to choose the best feature, it is easy charting. With WRS web based EMR, nothing is missing. Our office workflow is better than ever,” she said.