

# WRS CLIENT CASE STUDIES

## Orlando Concierge Launches Patient Centric Model with EMR



*“Waiting Room Solutions streamlined my concierge model operation, making my practice more efficient. WRS is a patient friendly system, which enables me to provide better patient care.”*



### Orlando Concierge MD Concierge model of patient care Orlando, Florida

In a modern office building flanked by tall palm trees in Florida, a new patient sits in a smartly decorated waiting area that looks more like a cozy living room. The smell of fresh coffee permeates the air and bagels are neatly arranged on a table nearby. A friendly front desk office assistant greets the patient. It isn't long before a physician appears to escort her to a state-of-the-art exam room.

The patient is only one of about 12 patients that will be seen today. The new patient's appointment will last about one hour. She will receive a comprehensive annual health assessment, which may involve two or three additional appointments. This may include lab referral testing, an EKG, pulmonary function testing, and a hearing test. She will also have a detailed interview with the doctor about her personal and family medical history as well as her social history. Based on identified conditions and risk factors she will be targeted for appropriate testing. She will return for a physical exam and receive a treatment or wellness plan. The patient has paid an annual fee for her Gold Membership, and she also had the option of making a monthly payment. Is this any way for a physician to run a medical practice? Yes, Dr. Patrick Hennessey wouldn't have it any other way.

In 2006, Dr. Hennessey created a concierge/patient/physician model of care in order to help patients get healthy and remain healthy, achieve longevity and keep a young looking and active appearance.



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Originally dubbed Orlando Executive Health, Hennessey recently rebranded his patient centric, concierge healthcare practice as Orlando Concierge MD In an effort to fulfill his mission Dr. Hennessey found it necessary to switch EMR companies three times.

“I started out with eClinicalWorks when I opened the concierge practice. eClinicalWorks over promised and under delivered and after nine months there were over 200 active tickets. Many of them were not addressed and there were many tickets cropping up again. It was a very cumbersome program. I spent countless hours setting up the software system and it just didn’t work the way it was supposed to. I couldn’t make it work, so I stopped using eClinicalWorks and I went with paper for awhile,” explained Hennessey. He then used Practice Fusion for over a year. “Practice Fusion is just too limited and they were not really responsive to our needs.”



So Dr. Hennessey conducted a web search to find a new electronic medical records system. “I stumbled on Waiting Room Solutions and it looked interesting. I evaluated several demos and WRS was capable of offering everything that I needed. The system was created by practicing doctor and that was important to me. Since the templates were developed by a physician, the templates don’t need much modification. I can quickly get through check boxes and drop down lists and complete a history and physical. I don’t have to choose phrase by phrase. Still, it populates into a note that resembles a traditional

consult note or traditional physical.”

Having the ability to promote a concierge model practice so that it stands out from the myriad of traditional practices competing for patients can be a time consuming and formidable task. “WRS gives my practice a logo, which gives my practice a professional, finished and favorable look. We can present a polished appearance to patients, doctors to whom I’m referring and to referring physicians. It gives us the perfect image and makes it easier for us to look good and to do the right thing,” Dr. Hennessey stated.

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***“Waiting Room Solutions patient portal is dynamic. Information is no longer lost in paper charts. We get all of the patient information and we can review it before the patient comes in for their appointment.”***

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## How Much Does It Cost?

The price tag of an EMR can be a major drawback when it comes to developing a successful concierge practice. “The price was sustainable. All I have to do is reduce my no show rate by two appointments a month and I’ve paid for WRS EMR. By having e-mail and interactive telephonic automated reminders as part of the WRS package, we can do that.”

## You’ve Got Mail

With patients increasingly texting and e-mailing providers these days, physicians’ workloads are more intense than ever, and this can be taxing. “I finish with my last patient at 5 p.m. or 6 p.m. and the other half of my day runs until midnight. I’ve got telephone messages at night. Some of my patients get my cell number and I have text messages or voice messages on my mobile to respond to. When we used Practice Fusion, my staff would leave me messages to address. Unless I consciously refreshed my list I would see that I only had two messages. I clicked on them. I logged on and found that I would have 13 messages, not two messages. Waiting Room Solutions structure is set up to support and make efficient best practices. With WRS secure patient messaging I’m now able to more effectively reach out to my patients and communicate and interact with them in the media of their choosing. Now I have secure messaging which can be categorized. It’s automatically filed so I can respond,” said Dr. Hennessey.



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***“Waiting Room Solutions has the ability to help me track outstanding labs and orders online.”***

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Keeping track of lab results is yet another thorn in the road for a busy practice. “I previously had huge problems when lab results came in. We had to actually go online, download them, print them as a PDF file and upload them to Practice Fusion. Then I had to review and accept them so then they would be permanent and I couldn’t annotate or do anything else with them. With WRS lab partner, Quest, we now have the ability to track outstanding labs and order them online, and get the results online. I can still generate a lab order for a different lab and still track it as an open order until I get the results. The system matches the two and sends it to me as ‘you’ve got a lab to review.’”

Ordering labs can also be a source of frustration for doctors, especially those who want to spend more quality time with their patients. “Before WRS I had to fill out a generic lab requisition check list. I had to fill in the codes for that. My assistant then identified the right lab for that patient’s insurance company, filled out a paper requisition and sent a specimen. We had to keep a copy of the requisition until it came back having been reported. The biggest problem is that if a result isn’t reported and I don’t see it, and I don’t know that I haven’t seen it, that’s a major liability in patient safety issues. With WRS EMR, every day my assistant can pull a list of what studies, consults, and labs are pending and haven’t been signed off by the doctor, and which ones haven’t been reported. Every order that’s entered is tracked to completion and filing. With Waiting Room Solutions that’s something that’s done automatically and we don’t have all this paper work,” he said.

## Please Sign In

Registering patients can be a time consuming task that takes away from the doctor/patient interaction and puts more strain on office staff. “When a new patient comes on, we’ll direct them to the patient portal page to register, sign in and go to the new patient section to complete the questionnaire and forms. They don’t have to print the forms. We’ll have the forms and we’ll review them and we’ll be already for your appointment. This way they are not getting paper work that is sent through the mail that they have to fill out and bring to the office. Then the information may get lost somewhere in the back of the chart for a year. WRS patient portal is dynamic. Patients can update their information and if they go to another doctor and there is a new diagnosis or new medicine I’m aware of it. If they have to go to a new doctor, I say, ‘Don’t worry about filling out new forms. I’ve printed your complete medical history, demographic information, insurance information, labs for last year, and current meds. Just take that to him,’” said Dr. Hennessey.



## Nice And Easy

Transitioning to a new EMR can be a hassle for employees and training can be time consuming. According to Dr. Hennessey, the transition and training have been flawless. “We’re getting caught up on our billing. That’s being done as part of my practice manager’s training sessions. We’re testing things as she’s working with real life bills so that I don’t stop getting billing done just because we’re learning this new technique. We’re doing the billing as we’re learning. We’ll start scheduling with that,” said Hennessey. He’s also finding the WRS team to be instrumental in making the transition go smoothly. “WRS team asks me to tell

them more whenever I ask them to explain how to do something. They query me as to what I want to accomplish.” he said.

## Personal Satisfaction

Can an interface with dictation really translate to personal satisfaction and happiness for a physician? “Because of WRS interface with Dragon Medical I can dictate my notes. The notes are machine transcribed, or if I prefer I can dictate my notes directly to WRS. Then, I can have an off site transcriptionist transcribe the notes. It comes back to my inbox the next morning for me to review and sign off on. You can put your cursor in the box and start to dictate and it will automatically dictate to the box and it will save the audio file associated with that dictation as part of the record.”

Finally, acknowledging that he contacted several physicians who were already using Waiting Room Solutions before making his final decision to implement the system, Dr. Hennessey recalled, “I wanted to talk to a physician who implemented WRS in the last six months and someone who was live for a year to see how they felt about the EMR once the bloom was off the rose. Physicians were still very enthusiastic.”