

WRS CLIENT CASE STUDIES

EMR is the Secret to Family Practice's Uniqueness



"Dr. Edwards insists on caring about his patients, taking his time with patients, getting acquainted with them and creating relationships. Having WRS is instrumental in helping us to accomplish these things."

Unique Healthcare of Orlando Specializes in internal medicine/family care Orlando, Florida

Pointing out that the family practice's motto is "Healthcare as unique as you," Grace Vanderkuyl, office manager said, "Dr. Edwards is adamant about spending time with patients, caring about them, getting to know them and establishing relationships. That is what our practice is about. Having an EMR absolutely helps us accomplish that."



Friendly Face

Intent on finding a user-friendly EMR, Unique Healthcare of Orlando evaluated several software companies, including McKesson before choosing Waiting Room Solutions. "Ron, President of Unique Healthcare of Orlando, really likes the Internet. He was looking for an EMR and he found WRS. Every time we had an EMR representative come by, or we went online, we would do test runs and try the systems out. WRS seemed the most user-friendly for all of us. This was very important because there are different users, and we are also a teaching facility with interns. We wanted the system to be compatible so that we could use it for different things," said Vanderkuyl.

Charting a Course

Emphasizing that patients' visits range from those who have a cold to those who have more serious, chronic diseases, Vanderkuyl said, "They have different needs so their charts will be different. WRS is set up in a logic manner and we love that. Without speaking, we can inform the back office about what is taking place. On the screen they can learn if a patient is checked in, or find out if they are in the examination room, or are being seen by the doctor or getting prepared to check in. This is wonderful. In addition, we have a place where all things can be performed, such

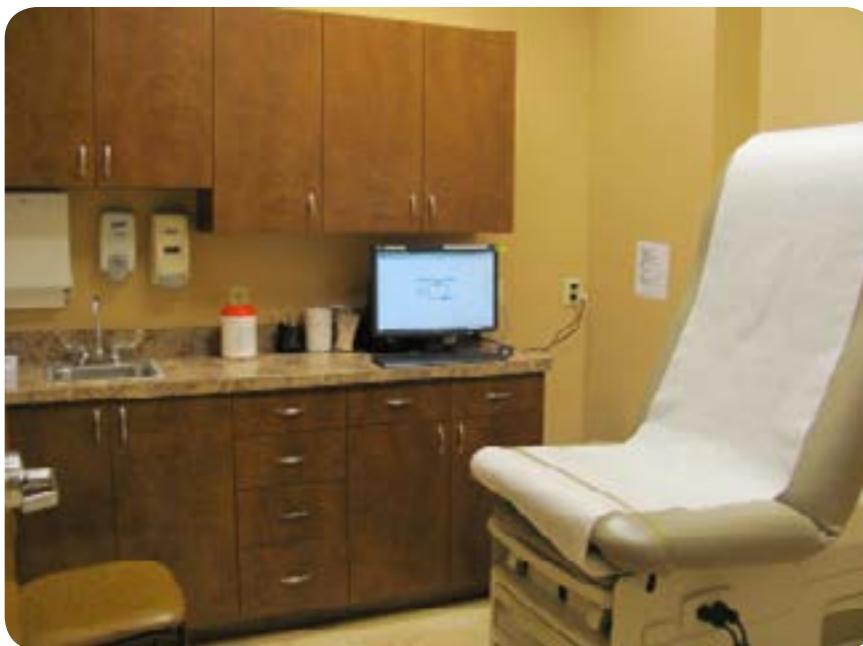
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as charting, orders for blood work and other diagnostic testing such as MRIs and CT scans. We can also do our scheduling in one area. We can communicate with each other with small reminders and memos. .”

“We get automatic reminders so we know when people need to go for blood work. Normally, we would have sticky notes all over the place. This is a very orderly fashion of organizing.”

No More Guesswork

Indicating that the practice uses the WRS billing module, Vanderkuyl said, “All the guesswork has been taken out of it. The system basically tells you, ‘you spent this much time with the patient, these codes are involved, so the visit qualifies for xyz.’ CPT and ICD look-up is also ideal because sometimes you want to specify something and you don’t have it on your super bill. You can just look it up and add it on and that saves us a lot of time. It’s a boon to the bottom line because the system gives suggestions from the CPT codes. That has really helped us a lot because sometimes there are things that you don’t think of. When you have paper charts, every morning you have to pull these charts, go through them and talk about them. With WRS, everything is available to you and you don’t have to search for charts. By not having to pull and clean charts, WRS saved us at least two people working an hour a day. As far as time, that represents a ton of money that we saved,” asserted Vanderkuyl.



E-Magic

The ease with which the practice can send electronic prescriptions is yet another benefit for the practice’s efficiency. “We have all the medications in the EMR. You can have your short list, everything you need, like certain NSAIDS and antibiotics. You just click, and it’s done. We can do the same thing for referral letters. It’s very easy to do. It doesn’t matter if the patient needs an

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actual referral or just a doctor's note. WRS has saved so much time because the doctor doesn't have to write everything out and he loves it too because it saves the repetitive motion of having to write out charts. It's wonderful!"

Sticky Notes Are Gone

Sending patients reminders through the EMR is also enabling the practice to improve patient care. "We don't have to pull the charts. We can flip through very easily and find people's blood work and other test results. WRS EMR has greatly improved patient care and also the reminders that you can put in about their follow-ups has been a lot better. We will put in a reminder for patients who are in a certain treatment plan or who are of a certain age. For males who are over the age of 45, we set up reminders for a PSA test. The doctor likes to look at certain things for women of a certain age, if they have certain problems with sleep or fatigue. We get the automatic reminder so we know when people need to go out for blood work. Normally, we would have sticky notes all over the place, so this is such a very orderly fashion of organizing," said Vanderkuyl.



Talking Online

Communicating with patients via the EMR patient portal is yet another tool the practice relies on to achieve excellence in patient care. "If the patient has any question of any kind--for example, if a patient has a rash and the doctor assessed the problem and gave a prescription and they needed a follow up, but they are not sure if they need to come in or not, we can use the patient portal to communicate with them. The doctor will answer any question. Maybe the patient needs a refill on a prescription; we can send it in because through the EMR you can prescribe and send straight to the pharmacy. The patient portal is a nice way to communicate. Also, if people need to change their appointments or have any remarks they can just let us know through the portal."

Mobility

Pointing out that the EMR's accessibility is very reassuring to Dr. Edwards, Vanderkuyl asserted, "Usually when we are out of the office we have the phones forwarded. It is nice to access WRS

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if patients call and they want to know something about their appointment or anything. If it is more serious, the doctor is informed and he will access the chart and assess the patient from that point. The mobility of WRS has been wonderful," she said.

Live and Learn

Noting that Waiting Room Solutions EMR is also very flexible and affordable, Vanderkuyl said WRS training was another attractive feature. "We were able to change and tweak the system to where it was working for our office. We still get updates. We are still learning though the tutorial programs. This is really nice because we and our interns are able to learn about the system. It's a wonderful way to learn about new things that are improving our practice and see the services that we offer. The system grows with you. You can do that at your own leisure because we all have our own login. We did some training at the office at the beginning to get familiar, but I logged in at home multiple times and I still do when there's something different or something new or a different module I want to use," stated Vanderkuyl.

In The Know

Emphasizing that WRS certifications and recommendations also contributed to making the EMR selection easy, the fact that the EMR was created by a physician was significant. "We wanted to make sure--especially with billing--it would qualify and would be ethical. The fact that WRS was created by a physician was one of the things that impressed the staff. That the system is created by somebody who knows what it's like to work with an EMR, as opposed to a programmer, made a big difference. Because WRS was created by a doctor he knows what the flow of an average practice is and what the needs can be."

Ticket to Ride

If a question or a problem with an EMR arises, a medical practice can't stand by waiting for a response. "Whenever we have questions or issues we write a ticket and WRS will contact us back with the solution. If it needs a little bit more attention, they will call us back and work us through it. But so far, we've been able to solve most problems," said Vanderkuyl.

Future Sightings

Now that they have an EMR, Vanderkuyl summed up the practice's future in this way: "What you want to do is give your patients the best medical care that you can, in the shortest amount of time. You want them to be able to flow through the office comfortably. You want to spend the most time with them and the least time finding their charts. That is where WRS really made the difference for us. In the morning, we would have to pull the charts--and even before we would access the

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charts and clean them up we would have to put in reminders manually. We'd put stickies in and take them out. Now that is no longer a factor. Being able to write the prescription right there from the EMR is a big time saver. Having all the modules, scheduling, charts, prescribing and ordering all in one place definitely is a huge plus. Dr. Edwards likes being a doctor, so he enjoys anything that would aid him, like an EMR system. In a nutshell, you get to spend more time with the patient."