



“WRS is super nimble, quick, easy and intuitive.”

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Northwest Naturopathy & Acupuncture Treats The Whole Patient With WRS

“There are seven principles of naturopathy; the way we approach patients is by using those principles, and one of them is treating the whole person,” said Dr. Melissa Minoff, N.D. Armed with this approach, it’s fitting that when it came to selecting an EMR for her Seattle, WA-based Northwest Naturopathy & Acupuncture, Dr. Minoff wanted a completely integrated EMR and practice management software system.

“I’m a primary care doctor. In Washington, naturopaths’ (services) are covered by insurance. We can prescribe everything except for controlled substances. We can order labs and imaging. We can do annual exams and sports physicals,” said Dr. Minoff.

Following her residency at a naturopathic practice, Dr. Minoff started her own practice in 2004. Her services include women’s health, pediatrics and adolescent medicine. Although she only practices part time, she has a hefty roster, seeing anywhere from 15 to 20 patients a week. After evaluating four EMR systems, including Practice Fusion, Dr. Minoff selected WRS and started using the system in 2010.

Noting that she uses EPIC software at a clinic where she teaches, Dr. Minoff said, “The students chart, and I have certain places where I have to document that I saw the patient and the physical exam. I only know how to do what I need to do in EPIC. It’s not intuitive to me. It is much more complicated than WRS. WRS is super nimble, quick, easy and intuitive.”

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Customized To Your Specialty

Dr. Minoff was also impressed that she could customize WRS Templates to the unique way that she practices medicine. “WRS is very customizable and I like that because what I do is so different. For acupuncture, I was able to make the templates fit what I do. I could change the Review of Systems template so that it automatically defaults to the questions I normally ask. For example, I ask patients about digestion. I customized the template exactly to the questions I would ask, including such things as bowel movements. There are places on the bottom to enter diet history,” said Dr. Minoff.

These days, Dr. Minoff breezes through her “normal” patient visits. “It’s easy. Because of the WRS checklist, if everything is normal, I can get through it really, really fast. I don’t have to type everything out. With some EMRs you do have to type everything. I like that WRS was very easy to customize. If something is different, for the HPI I just free type. For the Review of Systems and Physical Exam I use the templates. Most of the kids I see are older than infants so on the Review of Systems and Physical Exam I can just ask them a lot of the same questions.”

Sending Rxs On The Spot

If a patient needs a prescription after office hours, no worries. Dr. Minoff has the ability to get a prescription to the pharmacy fast. “I really like the WRS e-prescribing capability because many times I’ll try botanicals if someone has a sinus infection or a urinary tract infection. I’ll have them check in with me after 24 hours and if they are not improving I can easily send an Rx. I can do it at home, at night, I can do it whenever. E-prescribing is extremely easy so I really like it. It makes it much easier for patients too, by enabling them to get their medicines more quickly. I can send a prescription at anytime. If patients call me on Saturday or email me on Saturday and say, ‘I do need that Rx. I thought I was better, but I’m not,’ it’s just very easy for me to e-prescribe. I don’t have to go and look up the phone number of the pharmacy. I can just electronically send the prescription to the pharmacy.”

Fax Queue Makes Life Easier

Faxing documents can detract from a smooth workflow. “With WRS Fax Queue it is super easy to fax notes or whatever you need to fax. That’s how I get copies of my insurance cards to my biller and when I’m referring to another doctor I can fax whatever information that I need them to have. I can also fax labs. I can fax whatever is needed and it takes a minute,” said Dr. Minoff. When it comes to WRS Notes, Dr. Minoff wouldn’t trade WRS for another system. “I’ve seen EPIC’s notes and they look awful. I get a lot of notes from other practitioners. Swedish Hospital uses EPIC and I get those chart notes a lot. They are six or seven pages. That’s way too many pages,” said Dr. Minoff.

Does WRS help Dr. Minoff provide better documentation? “Absolutely. That’s why all the templates are so great. WRS helps walk you through so you have everything you need there. You don’t forget because it’s right there,” she said.

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Reducing No Shows

Reducing no shows is a boon to every practice’s bottom line. It also enables physicians to accommodate patients who are waiting for an appointment. How can a practice accomplish this mission? “I use WRS email Patient Reminders. It cuts down on patients forgetting or missing their appointments. I have very few no shows, which is always a good thing, and I attribute that to WRS Patient Reminders. The patients who get the emails love them. Patients schedule appointments two weeks out so they may know that their appointment is on Thursday, but can’t remember what time. With WRS, patients know their appointment is at one o’clock, not 3 o’clock and they show up at the right time. That’s important.”

Web-Based Is A Must

If you only have a part time staff employee, time is of the essence. “Having a web-based EMR was extremely important because it’s just me and a receptionist one third of the time. I don’t have the ability to manage a server. Accessibility was an absolute for me. I really have to be efficient,” said Dr. Minoff.

Top of the Line Training

Learning how to use an EMR can be a nail biting experience, unless the system is user friendly and there are a myriad of training options available. “WRS is a very intuitive system and I really like that. It’s extremely easy. I watched a lot of WRS videos. They have updated some videos, which is great. I paid for a certain number of hours for training and that was really helpful because I was able to ask questions specifically about how to set up my practice. I’ll meet with Resa and go through that visit flow again and see what has changed over the last three and half years,” said Dr. Minoff.

WRS Gets To The Point(s)

When queried to sum up what she likes best about WRS, it’s apparent that Dr. Minoff had a difficult time naming just one of the myriad features. “It’s easy for me to enter different things like acupuncture points into the chart notes so I can find them. Each of those points has a name: meridian, organ, heart, kidney, lung, spleen or stomach and a number. There are a certain number of points on each meridian. If the patient comes back and says, ‘The one (needle) you put in my left arm really worked well,’ I know what it was. Or if something happens, like they come back with a bruise on their foot, I know if that is where I put the needle or not. For whatever reason, you always document what treatment you give. There are 365 points as well as a lot of extra options that are not in meridians. That’s absolutely important to document. Charting with WRS allows me to enjoy the flow of my patient visits. I can pretype when I want, I can customize Review of Systems, and I can customize Physical Exam,” Dr. Minoff said.

“One of the reasons I wanted to look at WRS was because it was developed by someone who used it, not just developers. It’s very reasonable for a system. I’ve been pretty happy and I do recommend WRS to colleagues.”

Collaboration Is Healthy

Pointing out that her practice is located in a building with integrated medical physicians, M.D.s, naturopaths, a physical therapist and a massage therapist, Dr. Minoff said, “I share an office with another naturopath. It’s really nice because there are a lot of opportunities for collaboration with

patients. For example, this morning I was working with a patient who is also seeing a massage therapist. I'll talk to them about what is going on, if there is progress, and what I'd like them to do. We can go back and forth about how the patient's treatment is going. The same thing goes on with other doctors in the building. It's a great opportunity."

Noting that she could have remained at the practice where she did her residency, Dr. Minoff said, "I wanted to get out and do my own thing. I really love working with my patients. I love having the time to figure out what the underlying cause is. Sometimes they have a lot of different types of symptoms, and maybe there are one or two underlying symptoms, that if treated, allow other things to get better. That's one of the fundamentals of naturopathic medicine, looking at the picture, putting the puzzle pieces together, and figuring out how all the symptoms fit together and what the patient can do. Usually I use nutritional medicine, diet, lifestyle, exercise or give them minerals and botanicals to treat and if that doesn't work then I use prescriptions."

So, while Dr. Minoff makes it her business to fully understand the whole picture when it comes to treating her patients, she doesn't have to decipher her EMR system. "It's just a really easy and intuitive system. And if there is a problem, WRS is ready to assist. Customer service is very helpful. They do reply and they do take care of issues. Everyone has been really nice and they respond to me quickly."

Finally, aware that WRS was developed by an ENT doctor, Dr. Minoff states, "That was one of the reasons I wanted to look at WRS; because it was developed by someone who was using it as opposed to just developers. It's very reasonable for a system. I've been pretty happy and I do recommend WRS to colleagues."