

## Integrated EMR, Practice Management and Billing System Leaves Neurosurgery Practice Thinking Big!



*“I see the same number of patients in two days that I used to see in three days.”*

### Brain & Spine Surgery Associates

**Dr. Victor Kareh**

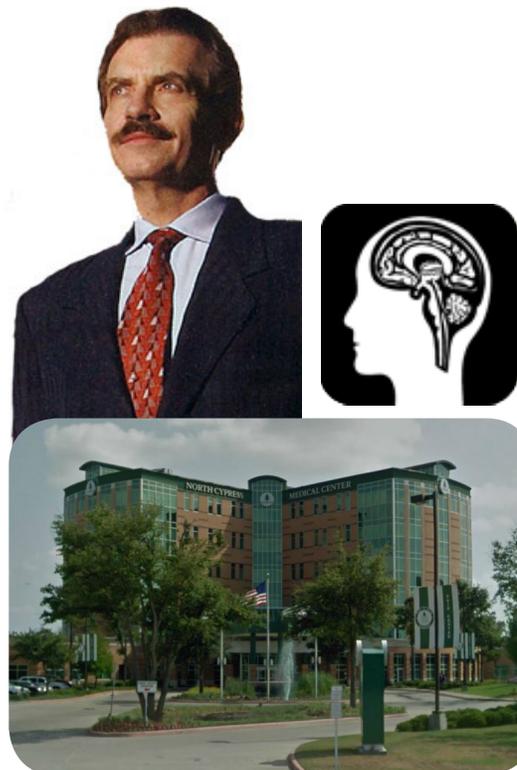
**Houston, Texas**

Dr. Victor Kareh, owner of Brain & Spine Surgery Associates, was spending a great deal of time worrying about the business of running his practice. The pressures of his Texas-based neurosurgery medical office were mounting each day. This was largely due to separate EMR and billing software systems that were wreaking havoc in his life. He didn't want his practice, or his quality of life, to suffer. *Technology is supposed to make your life easier and your practice more profitable, right? So what was wrong with Dr. Kareh's picture?*

Although the two systems had some modules that could be integrated, Dr. Kareh said that there were problems when it came to the actual communication between the software programs. Dr. Kareh also felt that neither of these two software programs could be customized to serve his solo neurosurgery practice.

“It was a mess. Both systems were software and computer based. Every time I had an upgrade, I had to buy new computers and install them. Every time I installed an upgrade, there were problems with the installation. The computers wouldn't communicate. We had to have a lot of patience. It was a big problem for me until I finally decided that I needed an integrated electronic medical record and practice management system,” said Dr. Kareh.

Dr. Kareh was using MediNotes' EMR software and Lytec's medical billing software since 2005. Three years ago, he decided to replace both systems. He needed a web based, neurosurgery EMR and practice management software solution that was completely integrated.



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## **Marriage of EMR and Billing Systems**

Dr. Kareh conducted two months of extensive research to find the right solution for his practice. He interviewed people at several software companies and looked at numerous EHR software demos. “The one that convinced me was Waiting Room Solutions. It was the best system that I found.”

Noting that he spoke directly with Dr. Larry Gordon, the founder of Waiting Room Solutions, Dr. Kareh previewed the EHR software system. “I checked everything and I liked it. I only do neurosurgery—it’s a very specialized practice. Then, I found out that Waiting Room Solutions could customize my software for my practice the way that I wanted it without any problems,” said Dr. Kareh.

## **Customized Templates Make The Difference**

Dr. Kareh went on to say that WRS has accommodated all of his requests so that his notes are customized to his neurosurgical practice. “Anything I ask Waiting Room Solutions to do, they do and I can modify the system,” said Dr. Kareh.

Noting that he saw so many features that were ideal for a neurosurgery specialty, Dr. Kareh said, “It was tailor made for my solo neurosurgery practice. The other software I researched was customized for specialties like internal medicine, and non-surgical practices, as well as for practices that have a lot of different things in their offices, such as labs which draw blood. The other EHR software I looked at wasn’t able to do the simple things that I do in my office. Their systems were too much for me.”

Dr. Kareh couldn’t be more satisfied with how Waiting Room Solutions was able to customize his EHR module’s Physical Examination for his neurological exams. “After I finish evaluating patients, all I have to do is two or three clicks on the computer and I have my neurological examination. The Review of System starts and I prepare notes,” he said.



## Bidding Adieu To Paper

The WRS patient portal is another lifesaver for Dr. Kareh and his staff. “We don’t waste a lot of time with patients filling out information. Everything is entered online, including the family history and medical history. Everything is already built up in the system when the patient gets to the office. My office is completely paperless. I don’t want to see a piece of paper here. When a patient comes to my office to be evaluated I dictate all the information into the EMR,” he asserted. Dragon Medical integrated within WRS allows Dr. Kareh to easily file his dictations directly into the patient’s electronic medical record, smoothly and seamlessly.

## Billing In A Blink Of An Eye

Dr. Kareh’s billing staff is also reaping the rewards from using Waiting Room Solutions EMR billing module. “I can do any type of billing right away. When I do an operation and I finish my surgery in the operating room, I can dictate my case for the hospital. In the same computer that I use to do my hospital charting, I open another window and I enter the surgery codes. The information is already in my office and they can do the billing five minutes after I do my surgery,” said Dr. Kareh.

The ease with which Waiting Room Solutions enables his front desk staff to get surgery orders while the patient is in the office is another EMR software perk that Dr. Kareh had no trouble getting used to. “I saw a patient today who is going for surgery. I go to the orders part of the system and I just click and get all of the prewritten orders for surgery. The patient goes to the front desk and the staff books the patient for surgery in the hospital and gives the patient the surgical order. We can do the same thing for an MRI or for prescriptions to pharmacies. I can click on the same software and the patient can go to his pharmacy and pick up his medication,” said Dr. Kareh.

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## Getting To Know All About You

Emphasizing that Waiting Room Solutions electronic orders’ capability speeds things up for patients, Dr. Kareh said, “Waiting Room Solutions definitely helps improve patient care. I have more time to deal with my patients. I don’t have to be writing things. I don’t have to make short notes on my patient’s past medical history. Everything is already in my patient portal so that when my patient comes in, he or she has already filled out everything. I know the type of patient that I’m going to deal with and what I’m going to find, so I can dedicate more time to the specific problem that my patient has. It’s more beneficial because I don’t have to take the time to find out. Prior to

implementing WRS I had to have my patients give me their information at the beginning of the visit. With the patient portal I already have all of the information before the patient comes and sees me. They can fill the form out from home on the Internet and we have everything in the system when the patient comes to the office.”

Dr. Kareh believes that Waiting Room Solutions is ahead of the pack when it comes to affordability. “There are systems that are a lot more expensive.”

## Stand By Me

Waiting Room Solutions also scores high marks when it comes to the responsiveness of the company’s team. “If we have a problem or a question, Waiting Room Solutions sends an e-mail and we get the response the same day,” commented Dr. Kareh.

## Lightening the Workload

Waiting Room Solutions has also lightened Dr. Kareh’s workload. “With the old software systems I needed to do three office days a week. With Waiting Room Solutions I see the same number of patients in two days that I used to see in three days. It was exhausting for me to see a lot of the patients because of the amount of work I had to do. With the way that the other systems that I used were designed, it took so much time to get all of the information I needed,” Dr. Kareh claimed.

Finally, Dr. Kareh’s staff is also happy that he selected Waiting Room Solutions to replace the two outdated software solutions that slowed them down. “Now that they use Waiting Room Solutions they don’t want to look back to the old systems,” said Dr. Kareh enthusiastically.

