

Solo Nurse Practitioner's Practice Uses EMR To Increase Charting Efficiency



“At the end of the day, after I’ve seen 20 patients all of my charts are done and I can move on to other things. My charting has improved 200% since implementing the WRS Cloud.”

Complete Women's Healthcare

Primary Care/Women's health and hormone specialist

Olympia, Washington

After Julie Dybbro, ARNP, Ph.D., found her clinical groove counseling menopausal women and males in need of hormone therapy she was facing a frustrating problem that many solo family nurse practitioners can relate to: She had a huge amount of information that she amassed from her in-depth counseling sessions, but she didn't have an efficient way to chart that information.



“I do a lot of counseling as part of my clinical style of practice so I do a tremendous amount of talking and that doesn't always translate into charting. Charting and chart management was an issue in terms of being able to track some of the things that I often wanted to do. We did an open house every year and data collection was an issue. We needed everyone's address to be accessible,” said Dybbro.

Back in 2005, when Dybbro opened her primary care practice, Complete Women's Healthcare in Washington, she saw 12 to 15 patients a day. Today her patient load has increased to between 15 to 20 patients a day. Dybbro also counsels male patients over the age of 50 about hormones and runs a weight loss program. With seven to nine new patients a week and existing patients knocking on her door for additional appointments, it's clear that the solution to Dybbro's problem was to implement an integrated electronic medical record and practice management software system.

EMR Improves Charting

Pointing out that there weren't as many EMRs in 2005, Dybbro said a few years later she realized that implementing a specialized women's health EMR would benefit her. “It would make me more efficient,” she said.

Boasting that her charting has improved a whopping 200% since implementing Waiting Room Solutions cloud system in September 2009, Dybbro said, “WRS EMR sets me up to be able to

WRS CLIENT CASE STUDIES

dot my i's and cross my t's and it also makes sure that my charting is so much more complete. WRS was great in its ability to compartmentalize common things that I do. If I have a patient with a polycystic ovary (PCOS) or a weight loss patient, I will say the same thing to every single patient and then individualize it from there. With Waiting Room Solutions I can have a template that is setup for the same things.”



Set for Success

The ease with which Dybbro does her notes for PCOS is proof of the benefits that can be accrued from using templates customized for women's health and weight loss. “On my note under the assessment for PCOS I hit the diagnoses of PCOS and the same things automatically come up, such as ‘discuss the path of the physiology of PCOS’ and ‘importance of diet and exercise.’ The templates are great in the way they set me up for completion. The thing I love about WRS is it sets

me up for success. I can hit the diagnoses and it automatically fills things in for me. The other thing I really love is to be able to have a list of my most commonly used diagnoses, ICD-9 codes and procedures and it's just point and click,” she said.

“WRS had a special rate for nurse practitioners, which I really appreciated.”

Enhanced Counseling

Take a peek inside Dybbro's counseling session, and you'll witness Dybbro talking to patients while simultaneously typing with ease. She also writes little notes to remind herself of particular issues which she is counseling a patient about. “WRS is great in terms of being able to switch from screen to screen to go from the assessment to physical exams to CPT codes. It's very easy to maneuver back and forth between the screens.”

An Affordable Solution

If you are a nurse practitioner opening the doors of a new practice, you are probably shaking your head at the thought of your mounting expenses. “It was a huge expense starting a practice. One of the reasons I went with WRS is that they had a special rate for nurse practitioners, which

WRS CLIENT CASE STUDIES

I really appreciated. Nurse practitioners are the obvious solution to all sorts of healthcare system problems. We do the same things as doctors, but often times we get 80% reimbursement. Even though we have the same skills as a doctor we don't have the same earnings potential," said Dybbro.

Customer Service Is King

Will an EMR software company hold your hand or will they wave goodbye after your purchase? Dybbro didn't have to worry about the latter scenario. "The customer service was fantastic. Every time we had a problem we would call WRS and the team was unbelievably great about getting back to me really fast and having the same person work with me again and again. They are unbelievably responsive and unbelievably helpful. We attended a few extra tutorials and one-on-one educational sessions and these were very helpful. Part of the bonus of WRS is the customer service. Many of the other EMRs you can buy offer a base service and then you have to figure out things on your own. WRS has really thought of ways to make implementation seamless."

Cutting Overhead Costs

Implementing the WRS EMR also aids in putting a lid on costs because it eliminates the expense of hiring a biller. "My manager Amy runs the billing through the WRS Billing Module. It works great. If there is an issue she e-mails WRS and gets a fast response and things get rectified pretty fast," said Dybbro.

While the fear of learning how to use an EMR may be nerve wracking, a company that goes the extra mile to offer a user friendly system can calm those fears.

"WRS was very easy to use. There was a certain learning curve. I have nursing students and nurse practitioner students and residents who come through here. They have been able to pick up on WRS without much training. One recent student was fully functional on WRS after two to three weeks of working and that was working one or two days a week and she said that she was very impressed with WRS because it was intuitive and easy to learn," said Dybbro.





Exceptional Care

If you are planning to implement an EMR, you may be wondering just how your patients will react. Dybbro has received positive feedback from her patients. “I do notes in front of them. A lot of patients are very impressed that I can send their prescriptions automatically. The e-prescribing has been absolutely fantastic. And they love the printout that I give them at the end of the visit. It includes everything I’ve said--their blood pressure, weight,

synopsis of the visit, instructions-- everything is right there and they get it when they stand up to leave their appointment.”

Personal Rewards

If you think an EHR can’t guarantee a better quality of life for a solo women’s health practitioner, think again. “WRS has freed me up quite a bit. I can have all my charts done and all my prescriptions written and have everything done when the visit is finished. I’m out of the office sooner in the evening. That’s a good thing. The time savings with Waiting Room Solutions EMR has been unbelievable. At the end of the day, after I’ve seen 20 patients all of my charts are done and I can move on to other things. I finish my charts for every single patient after every single visit and I was never able to do that before,” said Dybbro.

The WRS patient portal is also a quality of life crowd pleaser. “Many patients will fill in a lot of the data before they come in and that is really great,” said Dybbro, who is cozying up to the idea of expanding her utilization of the women’s health patient portal to disseminate patient information.

Finally, the greatest reward Dybbro is reaping now that she has opened her own practice and implemented an efficient EMR is that she can focus on the prevention and wellness of her patients. “There are so many people who feel such great benefits from hormone therapy. It’s very rewarding when people come back and they are so much better when they get their hormones right. It gives me personal satisfaction that I’m not just maintaining a disease state. I’m actually improving people’s quality of life.”