

Adult Psychiatry Practice Goes Solo with EMR



When I demoed WRS and took a look at Practice Fusion, WRS appealed to me more. Electronic prescribing was easier with WRS and the templates were more intuitive. Without an administrative staff, I do everything and I was up and running fast with WRS assistance.

Kendall Genre, M.D.

**Specializes in general adult psychiatry, women's psychiatry
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When Dr. Kendall Genre was in medical school she envisioned opening her own psychiatry practice. To accomplish her goal she worked at Ochsner Medical Center in New Orleans for five years, where she gained experience and competency in her field.



These days, Dr. Genre is running her own adult psychiatry practice in New Orleans. She's like many doctors who hang out a shingle after a stint at a large medical center, but there's something very different about the way Dr. Genre operates.

For the past two years, Dr. Genre has been running a booming practice by herself. She doesn't have a single staff member or another provider to assist. And she doesn't plan to change this business model.

"The most difficult challenges when running a business are organizing, accounting, managing information, record keeping and the administrative functions. Without an administrative staff to help, I am responsible for these tasks. WRS provided the support I needed to get running fast," said Dr. Genre.

Dr. Genre had a friend who was going into practice at the same time. He went with Practice Fusion, but he had some complaints about their system. "He liked WRS when I showed it to him. I demoed WRS and then casually looked at Practice Fusion. I liked Waiting Room Solutions better. It was easier to do electronic prescribing and their templates made more intuitive sense to me, while being easier to use," said Dr. Genre.

Easy Does It

Emphasizing that she is no stranger to using an EMR, Dr. Genre had her own set of reasons for not wanting to use paper charts. “I dislike having an office with paper notes. In case of an emergency, let’s say we had a flood and had to leave the office, paper notes get destroyed. With WRS being online I don’t have to worry if something happens to my computer. If there is a hurricane and I have to leave, my patient information will still be available. I wanted a portable system. This way I can login from anywhere. I can get access at any time. WRS maintains their information on servers and that’s very important,” stated Dr. Genre.

On Time

Noting that she works 25 hours a week, Dr. Genre said that 30 percent of her patient load is devoted to psychotherapy patients. “I see those patients weekly, five to eight hours a week, for hour long psychotherapy sessions. The rest of the patients are psychopharmacology patients, who come less frequently. The primary emphasis is managing meds. The appointments are a half hour and they come usually every month to every three months. I see 20 to 25 of these patients in a week.”

With a heavy and varied roster of patients, scheduling can be a major impediment to practice efficiency. “Ease of use was important to me. I needed a streamlined EMR that included a routine process for maintaining a schedule also. I put a patient’s appointment in the system and the patient receives an e-mail. WRS also reminds patients of their appointments and I can keep my schedule on the system,” said Dr. Genre.

“The privacy forms are packaged in WRS system. My life is easier because I use these forms for my patients.”

Privacy Rules

Protecting patients’ privacy is a huge responsibility that comes with owning your own psychiatry practice. “With paper records it is hard to manage privacy. You need to share information with other physicians and not be worrying. I knew that WRS would make me more efficient and that it would provide a safer way to practice. The privacy forms are packaged in WRS and when I use them for my patients they are protected and my job is easier.”

Brief Notes

Having a brief psychiatry note that is customized for a mental status exam has been a godsend to

Dr. Genre's efficiency. "It makes a big difference. WRS made the note for me and the update was very helpful. I customized WRS psychiatry note template. The drop boxes are great for a mental status exam. Not only did the template have a place for reviewed systems, it also had an entire history and social history. Instead of having to keep repeating that each visit for the patient, I use a Brief Note. Then I don't have to be repetitious every time. A medical return visit that was briefer was available. It just had HPI, the exam, the medications and the plan section. Now I have a new template that WRS created. It features a brief follow-up template that is customized to the exam that I perform," said Dr. Genre.

E-Prescribing Fosters Patient Care



With so many of her patients taking medications, being able to keep track of prescriptions and making sure patients are compliant with their medications is a formidable challenge. "It was simple to use WRS e-prescribing. The reminder system functions for me. That was available in the same way in Practice Fusion. With WRS streamlined e-prescribing, patients always have a prescription and it is ready for them when they get to the pharmacy. I have no difficulty keeping track of where the Rx is and who has the prescription. When you are responsible for everything yourself, duplication errors and potential loss errors can occur. E-prescribing reduces my phone calls and the time it takes to make them. It is also a safety feature for patients. They are certain they didn't lose the Rx or duplicate it. Since I don't have anyone covering me, these things are critical."

Working Solo

Dr. Genre enjoys having her own practice for personal reasons, as well. "I have two little kids. I could not have control over my schedule at the hospital. There was no way I could say, 'I need to go to this school performance on this day so I'm not going to start working until 10:30.' Now I can do that. It is important to me. As soon as I thought I could economically do it and I had enough experience, because I saw so many patients at the hospital over five years, I felt very comfortable with the confidence part. I felt that I could make it work economically. I had enough patients who would follow me and a number of other people who would refer to me in the community. I was pregnant with my second child and I was ready to work fewer hours and have control over that."

When queried whether she is also reaping any quality of life benefits from having an EMR, Dr. Genre responded, "Initially, getting all the patients in the system was work. After the first visit that each patient had, it was so much easier. I did use remote meetings for trainings. It was thorough. I did some follow up with some specific problems I had which was also helpful. WRS works fine for

me. Whenever I've had a question, WRS has responded quickly. It is not inexpensive, but WRS is worth the money."