

"Go Paperless"

Drs

Document Retrieval System



*Pull
Your
Charts
into the
Future!*

Eye Associates of Plantation A Case Study

Dr. Leon Cohn M.D. first opened the doors to Eye Associates in 1977, and has had 30 plus years of success building his practice. Yet, with ever decreasing reimbursements and ever increasing operating costs, Dr. Cohn and his office manager began looking for ways to improve efficiency while also lowering operational costs. The research into a paperless EHR solution led them in many directions, but after years of seeing patients on paper charts, implementing a paperless EHR system seemed like a daunting task. What made this transition much less painful was the premier document centric EHR on the market, **Drs Document Retrieval System**.

Looking For A Perfect Fit

In 2007 Dr. Cohn, initiated the search with a clear vision regarding the technology that would be required for success, establishing two specific criteria from the onset:

1. The selected systems had to support providers in their mission to deliver outstanding ophthalmology care. Dr Cohn determined that the practice should adopt a EHR system that integrated all available clinical information—including digital images and diagnostic tests—into a comprehensive patient record.
2. The selected technology must enhance efficiency and productivity. Dr. Cohn wanted to see 60-70 patients per day. Since the majority of the patient base presented with highly complex conditions, this meant the EHR system must streamline workflow and eliminate the “paper chase” of tracing down charts, test results, referrals, and consultation reports. The technology would also have to help streamline administrative workflow processes as well.

Overview

** Ophthalmology
in Plantation, FL*

** 2 Physicians*

** 12 Staff*

** 20,000
existing paper
charts*

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Objective

Find an EHR solution that was robust, flexible, scaleable and provided an efficient and customizable workflow.

Solution

Drs Document Retrieval System

At the urging of a colleague, a strong proponent of health care information technology that had already implemented **Drs** in his practice, Dr. Cohn reviewed and evaluated the software, then spent a day on-site with an ophthalmology practice using **Drs**. The impression they came away with was one of an EHR system that is capable and robust, yet easy to implement and use. He ultimately decided that **Drs** was the best fit for his practice.

Implementation

Implementing **Drs** was a two stage, two tier process. The first stage included customizing clinical templates to reflect their unique approach to ophthalmologic care. This required Dr. Cohn, Dr. Khan, and the technicians who support them, each be able to use templates unique to their specialties. Yet still be able to save and share patient data crucial to comprehensive and complete ophthalmologic care and workflow.

The second stage included establishing baseline electronic records from the 20,000 paper charts the practice had in racks and storage. Through a unique interface to their Mysis® practice management system, the staff was able to automatically create paperless charts in **Drs** from the demographics stored in Mysis®, then scan in each complete chart through **Drs** as patients arrived for their appointments. Eye Associates staff reported that they found the transition to **Drs** technology relatively simple, a fact practice leadership appreciated, since the staff had vastly differing levels of technical skills. Dr. Cohn credits the successful launch to **Drs**'s intuitive design, workflow efficiency, and the ability to customize nearly every aspect on the system to suit their specific needs.

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Using Laptops and Tablet PC's in each exam room, ophthalmic technicians can now “work up” more patients per hour. Face-time with the patient is also more productive. Notes are immediately input into the record using the unique pick lists and drop-downs in **Drs's** Narrative Writer. The system enables staff to preview patients scheduled to be seen the next day, and review an at-a-glance summary of key clinical data and patient historical information with one-click access to initiate documentation. Because dictation and note-taking is completed during a patient visit, staff and providers have less paperwork at the end of the day and reports, letters, and surgery scheduling can be done quickly and efficiently. This streamlining of workflow provides one of the biggest benefits to staff *and* doctors; they are both finishing their day by 5:00 or 5:30 p.m..

Eye Associates staff say they love the fact that **Drs** provides a seamless flow of data and communication. Whatever happens in the exam room is automatically available at check out and surgery scheduling.

This has saved them significant time and resources and helps streamline revenue cycle management. The practice has been able to save the equivalent of 40 hours per week, or \$35,000 per year in - compensation. Add to that the savings on office supplies such as fax/copier paper, charting supplies, ink cartridges, and the savings is close to \$40,000 in just the first year.

Overall, the providers and staff at Eye Associates could not be happier with their new paperless EHR - **Drs**. The practice has seen concrete benefits in time and revenue savings, and have enhanced the level of their ophthalmic care provided to all their patients.

“We are very pleased with how user-friendly Drs is. The flexibility to create our templates specific to our practice and workflow has made the switch to paperless an immediate success. We have been up and running from day one.”

*Eye Associates
Office Manager*