

# "Go Paperless"

# Drs

## Document Retrieval System



*Pull  
Your  
Charts  
into the  
Future!*

### Practice Overview

*\*Family Practice  
And Alternative  
Medicine  
Tifton, Ga*

*\*1 Physician  
\*1 Nurse  
Practitioner  
\*8 Staff-  
Including  
Weight Loss  
Clinic*

## Center for Healing and Wellness

Dr. Lora Efaw M.D. opened the Center for Healing and Wellness in Tifton, Ga in 2002. Starting with a vision to provide a broad spectrum of medical services to her patients with a focus on comprehensive and preventative care, Dr. Efaw quickly established herself as a unique healthcare provider in her community, and has been voted the best provider in the Tifton Gazette Readers Poll in 2007 and 2008.

### Once Bitten Twice Shy

In November 2006 Dr. Efaw took the plunge into the world of Electronic Medical Records and implemented an internet-based EMR. Dr. Efaw attempted to adapt her unique style of practicing medicine to fit within the framework of the new EMR. Unfortunately, 4 months later, they had to abandon the system entirely, calling it a "complete disaster". The reason for the failure, according to practice manager Paige Pollack, was that the EMR wasn't flexible or customizable enough to allow them to "work outside the box".

Realizing that they were only delaying the inevitable, Paige and Dr. Efaw warily began looking at EMR systems again in December 2007 with the hope they could find one to fit their special needs. After visiting some neighboring practices that were struggling through their own EMR implementations, they feared that they might have to either live with the limitations of an EMR, or stay on paper charts. Neither option was acceptable.

Dr Efaw was about to give up when she discovered **Drs Document Retrieval System** through her local **Drs** reseller Tony Lohning, of Automated Medical Systems. Tony presented them with an EMR that offered them the complete flexibility and customizability they needed to tailor an EMR to their practice, rather than having to try to fit into some cookie cutter templates and knowledge base. After seeing a brief demo of how unique and powerful Drs is, Dr. Efaw was convinced that this time it would be different. This time they could design their own templates and workflow, utilize patient data and demographics for populating forms and reporting, and incorporate every facet of their practice into a comprehensive health record for each patient.

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### **Implementation**

When Practice Manager Paige Pollack sat down with the **Drs** training staff and set a launch date, she was astonished when the team suggested a date three weeks out from her training sessions. In her last experience with an EMR, it took 6 months for the EMR company to design and implement the software, only to end in failure.

How was *she* going to design and implement this in three weeks?

At first, believing she was faced with an insurmountable task that would end badly, she felt a great deal of pressure. But after the first training (in which she says she "picked it right up") she started to feel more confident. By the end of the first week, she realized that not only would she make the deadline, but she was actually ahead of schedule. The reason, says Paige, "is because there's continuity throughout the program, and it was so easy to design templates just like I would in Word<sup>®</sup>". At the end of the second week when Paige was "about 85% done," something quite unexpected happened. A few staff members, who all had **Drs** installed on their PC's during the same two weeks Paige had been working on the templates, had stayed a bit later the night before and had taken upon themselves to prepare the next day's patient charts in **Drs**. The next morning, as soon as Paige walked through the door, the group began to plead with her to let them start seeing the patients *that day* with **Drs** because they recognized how much easier it was going to make *their* job.

### **The Staff's Experience**

Most of the staff had lived through the pain of implementing the previous EMR and were suspect of "going paperless" again. After the first few days of actively seeing patients with **Drs**, they all became believers. Nurses were no longer chasing charts around the office trying to fax orders out; billers were no longer chasing the doctor around trying to make sure that the charges were posted correctly. The calls from the pharmacies for missing prescriptions dropped off dramatically, and if they did call, it was a simple matter of a few mouse clicks from their desk to fax the prescription again. The lab reports no longer piled up on the fax machine, but went straight into **Drs** and were moved to the patient's chart, linking the report to the chart and automatically notifying the nurse and doctor that the report was ready to review.

### Objective

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

### Solution

*Drs Document Retrieval System*

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*“I Love it  
and I think  
it’s  
great!”*

*Dr. Lora  
Efaw, M.D.*

A few weeks after the launch Paige held a meeting to discuss any problems or concerns they might have with the new system, there were none! Paige described their collective mood as “giddy”.

### The Provider’s Experience

Dr. Efaw’s busy schedule left her little time to familiarize herself with Drs before the launch date. Fortunately, the flexibility in design of forms made it possible to create the new paperless chart to mirror the flow and look of the previous paper forms they had been using, while at the same time improving the continuity of the patients record and workflow. Using Drs’s unique and powerful **Narrative Writer** feature, the doctor, and nurse practitioner Priscilla Greene, using their wireless Tablet PC’s, are now able to see patients in very much the same way they had seen patients on paper. The big difference is that now, the entire patient chart, including past exams, prescription history, lab reports, patient notes, and more is at their fingertips with a tap of the stylus. Moreover, the progress note, created using a combination of **Narrator** buttons, drop downs, check-boxes, and free form writing fields, now saves the data directly in the patient’s chart and automatically populates related forms (with color coded alerts) from the clinical data collected from the visit. Also, prescriptions are now easily and quickly written in **Drs’s Rx Writer**, and then sent directly to the pharmacy from the patient’s chart.

One of the most striking differences between the last EMR implementation and this one, according to Dr. Efaw, was the fact that the patient scheduling never had to be scaled back. Within the first few weeks of using Drs, Dr. Efaw also saw a dramatic decrease in the time she devoted to paperwork. No longer did she have to lug charts home, now all she needs is her tablet that can connect to Drs from anywhere. Her desk is now free from the clutter of charts and post-it notes, and the comprehensive nature of the patient charts reflects all facets of her unique approach to healthcare and preventative medicine. When asked how she felt about Drs after a few months of working with it, she said “I love it and I think it’s great”.