



## myCare Integrity brings flexibility, efficiency, and more revenue to Florida retina practice.

### CASE STUDY

#### Streamlining operations

Retina experts are accustomed to being extremely detail-oriented, and that commitment to detail must be just as evident in their documentation as it is in the examination room. The passionate clinicians at Florida Retina Specialists, a two-location comprehensive medical and surgical retinal eye care practice, are no different. When Dr. Frank Venzara opened the practice in 2014, it was his goal to find an EMR that was both comprehensive and easy to use.

#### Learning from the past and shopping around

At his previous practice in Alabama, he had used a product that was extremely complicated. "It didn't increase the efficiency of the busy practice—it slowed things down significantly," says Practice Administrator Juliet Venzara. Therefore, when Dr. Venzara planned to open his own practice, he knew not only what he did want, but also what he didn't want.

One of his objectives was to find an EMR that allowed multiple charts to be open simultaneously on one patient using multiple computers. "The doctor could be in a patient chart at the same time as a technician in another room at another station," Juliet says. "He also wanted to go from one screen to the other without saving what he was doing—he wanted to be able to come back to it and continue notating," she added. After evaluating several systems, he chose myCare Integrity and launched Florida Retina Specialists with it from day one.

#### Customization leads to optimal use

Before the clinic opened, staff members customized the system, configuring it to their needs so everything was available at the click of a button. They customized layouts, added their most-frequently-reported CPT codes and removed irrelevant buttons for the practice, among other



#### FLORIDA RETINA SPECIALISTS

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#### STAFF:

1 MD, 1 practice administrator,  
1 billing manager, 1 tech  
supervisor, 4 ophthalmic  
technician/scribes, 2 front  
desk staff

**NUMBER OF LOCATIONS: 2**

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**Juliet Venzara, Practice Administrator at Florida Retina Specialists**

# The Results

options. During the setup process, Juliet and Dr. Venzara only had to reduce their patient load for two weeks, and Juliet was able to call her myCare Integrity rep, Chelsea Mayes, as much as she needed, for endless tips and support. "At other companies, you have to press '2' for a customer service agent and wait on hold forever," Juliet says. "Eye Care Leaders doesn't do that." The myCare Integrity staff also supplied the practice with a Sandbox account, a dummy site where real patient records are not affected, which Juliet used to train staff.

## Gains in efficiency and reimbursement

The practice was able to go completely paperless since it opened its doors thanks to all of myCare Integrity's digital features. "It is fully integrated with our practice management software, which made our coding and billing also paperless. We know several other retina practices and how they run. We have seen first-hand that it's possible to see a high volume of patients in less time with myCare Integrity than other EMRs," Venzara says. In fact, in August 2017, Florida Retina Specialists purchased another retina practice, which used NextGen, and Juliet's technicians and staff were "literally counting down the days until we could convert all of the new patients to myCare Integrity," she says. "The practice that we took over was seeing significantly less patients per day on NextGen. Since the EMR conversion to myCare Integrity, we were able to see 30% more patients per day in the same amount of time, because myCare Integrity is faster and more efficient. Revenue comes with that—it speaks numbers in profitability."

## Sharing the news with other practices

When it comes to sharing the benefits of myCare Integrity, Juliet doesn't hesitate to spread the word about the system. "We are asked all the time by other practices, 'What EMR do you use?' We enthusiastically recommend myCare Integrity every time. When I inquire with other practice administrators and physicians about their EMR, they usually answer shaking their head in disappointment saying, "it's just okay" or "it's awful". It's surprising to me that we're the only ones that I know of that can recommend their EMR to someone else enthusiastically for retina and for general ophthalmology."

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## BUILT FOR EYE CARE

Built specifically to revolutionize the eye care industry, myCare Integrity's cloud based solutions are a powerful combination of EMR and PM that is designed to be efficient, effortless, and customized for your individual practice workflow. myCare Integrity can be complemented with myCare Services, which bring a holistic approach to solving operational challenges through services like myCare MIPS Assurance and myCare Revenue Cycle Solutions.



For more information on myCare Integrity, call Eye Care Leaders at (855) 685-3292 or visit [eyecareleaders.com](http://eyecareleaders.com).

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LEADERS

Our Vision: Your Success.