myCare | INTEGRITY

myCare Integrity creates time savings and better physician morale for Tennessee-based ophthalmology practice

CASE STUDY

Wanted: EMR that can keep up with a packed schedule

Summit Eye Associates has provided ophthalmology care, including glaucoma and cataract services, to individuals and families in the Nashville area for more than 50 years. Physicians and staff face a busy schedule every day, and they need an EMR that can keep up and help them provide the best care possible.

In 2016, the practice was using a system that according to Clinical Director and Certified Ophthalmic Technician Michelle Van Metre was "just too techy. Physicians were not happy with the number of screens it took to perform actions. We didn't feel the support was good. The system was slowing down our clinic."

Shopping around and choosing myCare Integrity

Summit Eye's Office Administrator spearheaded the search for a new EMR. The most important feature that physicians and staff wanted? "We were looking for something that would allow us to see all information on one screen," says Michelle. The Office Administrator posted to an ophthalmology list serve, received several recommendations, and demoed a few options, one of them being myCare Integrity.

"Everything is on one screen," says Michelle about myCare Integrity. "With our previous system, we had to open up the schedule and patient chart on two icons. With myCare Integrity, we don't have to change screens one hundred times. We just see everything on one screen," a feature that sealed the deal and made myCare Integrity the new EMR for Summit Eye.

summit eye ASSOCIATES P.C.

SUMMIT EYE ASSOCIATES

5410 Old Hickory Blvd
Hermitage, TN 37076
(615) 883-2356

summiteye.com

STAFF:

3 MDs, 4 opticians, 17 techs, 3 billing staff, 7 front desk

SPECIALTIES: family and pediatric care, cataracts, glaucoma, optical shop

"With myCare Integrity, we don't have to change screens one hundred times. We just see everything on one screen."

Michelle Van Metre, Clinical Director and COT, Summit Eye Associates

Migrating data from one EMR to the other

When transitioning from their previous system to myCare Integrity, Michelle worked with Denise, who is part of myCare Integrity's implementation team. "She worked so hard getting that information from our old system. The encounters flowed over. All of the past medical problems and surgeries came together. We were also able to see our old diagnostic tests and visual fields. Denise helped us determine what we should migrate and what to leave behind," says Michelle.

Ramping up and going live

In June 2016, the training process began. Michelle says, "It was so organized. I loved it. Chelsea was our trainer. We split into two groups, and Chelsea did the same session via webinar with each of us. I liked that it was broken up into different sections: ACI, medical screens, etc. We were able to record the sessions, so if someone had a question, we could watch it again." Training also included notes, action items, and cheat sheets that physicians and staff could use to study and train on their own if needed. "Chelsea even sat down with each physician to do training individually, because they each have their own way of doing things. It was great," adds Michelle.

Practice life with myCare Integrity

Since implementing myCare Integrity, Summit Eye has seen significant time savings, as techs are able to see more patients, enabling the practice to increase their schedule. myCare Integrity has also boosted physician morale, as they no longer have to "hunt and peck everything," says Michelle, because all of the information they need is on one screen. Michelle adds, "They like it. They can see everything pop up right there."

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Michelle Van Metre, Clinical Director and COT, Summit Eye Associates

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.

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

EYE CARE LEADERS

Our Vision: Your Success.