



Hesitant about moving from paper, practice quickly adopts myCare Integrity.

CASE STUDY

EYE SURGEONS OF INDIANA

8103 Clearvista Parkway
Indianapolis, IN 46256
eyesurgeonsofindiana.com

DOCTORS ON STAFF:

9

NUMBER OF LOCATIONS:

4

EMR MUST-HAVES

Easy to use

The world of EMRs is full of lofty promises of new features, fancy functions, and modern convenience. In the real world, practices know that most EMRs fail to deliver on these promises. For Eye Surgeons of Indiana's CEO Sarah Cwiak and Operations Manager Tina Allen, the goal given to them by their doctors was simple, yet profound: "Make sure it's useable."

The Challenges

"Early on, our doctors made a conscious decision to take the penalty and stay on paper," Cwiak says. "There was nothing drawing us into the EMR options available." Then, in early 2015, with ICD-10 looming and additional EMR options available, they began to look into it more deeply.

The first round of searching did not go well. "Most EMRs were just not a fit for us," Allen says. "The larger EMR companies didn't have ophthalmology workflows or templates that made sense. Many EMRs were hard to look at, use, and even understand at a basic level—they weren't designed with techs or doctors in mind. And for others, the pricing model was frustrating—a base fee with lots of additional costs for extra functions, training, everything."

myCare Integrity Solutions

Usable, comfortable EMR

"Then one of our surgeons attended a conference and heard a speaker from myCare Integrity. He came back to us and said, 'This EMR actually looks useable.' So we began to look into it more deeply."

In addition to receiving a demo of myCare Integrity at their practice, a team of three staff members visited a practice using myCare Integrity in real time. "The site visit was incredibly helpful in helping us feel comfortable with myCare Integrity.

Demos can be controlled, but we had a chance to see the software in action. It sealed the deal for us."

"myCare Integrity is easy to use. It gets the job done, and it's not overwhelming."

**Tina Allen, Operations Manager at
Eye Surgeons of Indiana**

The Results

Clear, up-front, and direct

"It's the perfect first EMR or EMR switch option, both in terms of price and function. Everything about working with myCare Integrity is clear, up-front, and direct. The pricing is fair and clear. While a lot of other EMRs have pricing that includes a bunch of add-ons you need to purchase after launch, we love that myCare Integrity has one monthly fee for everything. That's the right model for us."

The perfect fit

Cwiak, Allen, and the surgeons of Eye Surgeons of Indiana found myCare Integrity to be a perfect fit for their needs, and an answer to their frustrations with other EMR options. "The most important part of myCare Integrity is that it's intuitive for the physicians," Cwiak says. "They can sit down with it and start using it immediately, day one."

Built for eye care

Allen adds, "It's also easy for the techs to understand and use. Because myCare Integrity is built just for ophthalmology, it makes sense out of the box. It's intuitive and it just works."

Quickly embraced by doctors

Cwiak and Allen had planned a slow rollout based on painful transitions to EMR they had experienced and heard about from colleagues at other practices. "We had planned to do a slow build into myCare Integrity, transitioning just a few patient charts each day," Cwiak says. "However, myCare Integrity was so easy to use, we had half our practice live in just three days. All but one of the surgeons were live on myCare Integrity before our first scheduled training. True story! It's because myCare Integrity just works; it works so well for eye care."

"For us, the fact that myCare Integrity is ophthalmology-only is vital—absolutely vital—to our adoption and use."

So what should practices who are adopting or switching EMRs do?

Cwiak sums it up perfectly: "I believe ophthalmology practices that spend just 20 minutes with the myCare Integrity program will say, 'Yep, this is it. This is the one.' It's that easy and intuitive."

"It makes sense out of the box. It's intuitive, and it just works."

Tina Allen, Operations Manager at Eye Surgeons of Indiana

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.

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LEADERS

Our Vision: Your Success.