



## Switching to myCare Integrity results in thousands in cost savings for Regional Eye Associates.

### CASE STUDY

#### REGIONAL EYE ASSOCIATES

1255 Pineview Drive  
White Birch Towers  
Morgantown, WV 26505  
www.readocs.com

**DOCTORS ON STAFF:**  
10 surgeons

**NUMBER OF LOCATIONS:**  
6

**EMR MUST-HAVES**

- Fully certified
- Cloud-based to support doctors at multiple locations
- Easy to use

April O'Brien, Special Projects Coordinator at a multi-specialty ophthalmic practice located in Morgantown, West Virginia, looked to myCare Integrity to improve the practice's compliance. The results were even better than expected.

### The Challenges

It was January 2015, and April O'Brien and the team at Regional Eye Associates had a problem. A big problem.

"It was time to start reporting, and our EMR was not fully ready for PQRS—they had been working on updates to the software, but the updates weren't ready in time," O'Brien shared. "And then, when MU2 hit, there was just no way our EMR was going to be able to deliver for us in a timely manner."

That realization was the start of their journey into a new EMR. After a dedicated search, Regional Eye Associates transitioned to myCare Integrity in May 2015 and hasn't looked back.

"Our high-volume doctors wanted a new EMR that was fast and intuitive, easy to access remotely, and available to them while they were on call at various locations," O'Brien says. "We felt it was also imperative that a new EMR be simple to train our staff of over 100 to use."

### myCare Integrity Solutions

#### Advanced EMR technology that's easy to understand

After choosing a small number of final options, O'Brien and key team members from Regional Eye took part in software demos to see the EMRs in action. "When the myCare Integrity staff gave a group demo to our surgeons, there were lots of 'oohs' and 'aahs' from the entire team," insisted O'Brien. "We were blown away with the advanced features offered by myCare Integrity and how easy the entire product is to understand."

**"With myCare Integrity, our workflow is quicker, and our patient care is more complete."**

*April O'Brien, Special Projects Coordinator at Regional Eye Associates*

# The Results

## Easy to Use

myCare Integrity's toggle button makes it easy to quickly view and compare multiple patient encounters on one screen. Compared to finding and reviewing multiple patient charts or non-intuitive workflows of other EMRs, myCare Integrity's toggle feature saves both doctors and staff time. In any part of the encounter, the information from previous visits is available at the touch of a button.

## Smooth transition = engaged doctors

While the demo itself was impressive, nothing could have prepared O'Brien and the team for the impact the actual transition to myCare Integrity would have on their practice. "Our go-live with myCare Integrity was fantastic, O'Brien remarked. "I began customizing the product, and adding our keywords and workflow about a month ahead of launch. After go-live, we entered a couple of patients into myCare Integrity each day, but we ramped up much more quickly than we anticipated. Three or four weeks after go-live, we were completely on myCare Integrity. Six weeks after launch, our first doctor was completely paperless. Six months after launch, over half of our doctors were completely paperless in most of our offices. It's been just an amazing transition."

## Thousands in cost savings and increased efficiency

With the rapid transition has come rapid, meaningful ROI for the practice. "We're saving money on printing paper charts and exam results. We've streamlined our technician and front desk staffing, because our workflow is simplified," O'Brien says. The practice is experiencing thousands in operational cost savings thanks to myCare Integrity.

## Happier staff

On top of the operational ROI, myCare Integrity plays a vital role in building staff morale. "The seamless, intuitive workflow improves our staff performance and morale, and results in better patient care," O'Brien stated. "Using myCare Integrity makes our work more accurate and easier. It makes practicing eye care more fun."

## Faster, more accurate patient care

The final, most important difference? "Our average patient visit times have dropped from two hours down to 45 minutes," O'Brien reported. "Patients are so happy with our efficiency. The only difference is myCare Integrity."

## Essential partner in eye care

myCare Integrity has become an essential partner for Regional Eye Associates. "Frankly, we wouldn't care what myCare Integrity costs," O'Brien says. "Whatever the cost, we'd buy it. That's the kind of impact it has on our practice."

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**April O'Brien, Special Projects Coordinator at Regional 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 by 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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