



My Vision Express and myCare Integrity: An ideal match for this eye care practice

CASE STUDY

So much to do, so little time, and reliable software is needed

As the CEO and Administrator of Whitson Vision, a busy, two-location practice based in Indianapolis, Indiana, Josh Millspaugh wears many hats. According to Josh, "I'm the CEO, trash man, electrician, and do whatever needs to be done around the office or with each of our vendors." Handling anything that comes up at the practice consumes most of Josh's schedule and as such, he's not readily available for a labor-intensive EMR implementation process that requires a significant amount of his time. That's why he stayed within the Eye Care Leader family as a My Vision Express optical customer and chose to interface with cloud-based myCare Integrity software. "myCare Integrity was the best about helping to facilitate the process and not throw everything on our plate," says Josh.

Choosing MVE

At an ophthalmology show in 2017, Josh sat down with one of his physicians and Eye Care Leader's leadership to explain Whitson Vision's needs and goals. He needed reliable optical software and wanted it to be implemented in a certain way. Speaking with one of MVE's reps helped solidify Josh's decision, as he asked very specific questions about the software and got the answers he wanted.

He says that MVE is "very user-friendly," and he "loves the embedded option to interface with VSP, as identifying vision insurance and getting authorization is the #1 thing that takes up opticians' time. Having that embedded functionality is a huge benefit." Josh also says, "I love the single-screen functionality of MVE. We don't have to go into 3-4 screens to enter data." But the primary reason Josh chose MVE over other EMR platforms? The auto-allocating functionality. "If you plug in that info and it's entered ahead of time, then when the patient is in front of the physician, the system pulls it automatically and speeds up everything," Josh says.



WHITSON VISION

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whitsonvision.com

- 2 Locations (Indianapolis, IN and Avon, IN)
- 120-160 patients/day
- MVE customer since 2017

"As someone who has hopped around with several platforms, nothing compares to MVE."

**Josh Millspaugh, CEO and Administrator,
Whitson Vision**

The Results

When it came to setup, implementation, and going live, things went well. Their MVE rep Shirley Anselme was very knowledgeable and easy to work with. She provided Josh with a roadmap of everything needed to prepare for going live, with specific objectives that the practice needed to fulfill by certain deadlines. This open communication allowed both parties to be on the same page for the implementation and scheduled rollout.

Never underestimate the power of training

"I'm a huge believer that the more time you spend up front setting up something properly, the happier everyone is going to be indefinitely," says Josh. That's why he appreciated that MVE ensured that physicians and staff felt comfortable with the system and took advantage of all of the bells and whistles offered. Josh and his staff practiced using the software with mock patients in a sandbox account provided by MVE, allowing for a smooth go-live and a great experience ever since.

Life with MVE and myCare Integrity

According to Josh, "as someone who has hopped around with several platforms, nothing compares to MVE. It's very comprehensive, offers EMR functionality, processes payments, and the customer support reps get back with you in a timely manner." Josh would also recommend myCare Integrity. "Their support is the best I've ever had," he says. Since integrating MVE with myCare Integrity, his clinical staff spends less time on a computer during exams and now spends more time interacting with patients face-to-face. Plus, myCare Integrity generates invaluable data that helps the MIPS reporting process run smoothly.

Josh sees the benefit of using platforms under the Eye Care Leaders umbrella, as it's exhausting to use several different vendors only to hear, "That problem has to be on their side," from a customer service rep when something isn't working. Being part of the Eye Care Leaders family allows Josh to speak with reps who always know what he's talking about if there's an issue. As Josh says, "Eye Care Leaders is taking the stuff I'm suggesting and looking into it. It's nice to tell that they're actually listening."

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**Josh Millspaugh, CEO and Administrator,
Whitson Vision**

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.

ACCELERATE YOUR PRACTICE

Crafted to meet the specific needs of optometry and optical sales, **My Vision Express®** is the most advanced vision care-specific software for eye care professionals, enabling them to streamline tasks, maximize each patient encounter, and grow their practices. My Vision Express® offers Certified EHR, Practice Management, and Optical Point-Of-Sale Solutions, and is available both in the cloud and as a local installation. The software is scalable for a single user to an unlimited number of users in one or multiple locations.



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

EYE CARE
LEADERS

Our Vision: Your Success.