



Happier staff and patients, more profitable 5-location practice with myCare iMedicWare EHR and PM

CASE STUDY

Paper records not cutting it

Two words that describe the New Jersey-based practice, Eye Associates? Busy and passionate. With five locations in South Jersey; a range of specialties, including retina, glaucoma, and oculoplastics, an optical dispensary at each location; and a strong social media presence, it's clear that Eye Associates staff put patient care first and move quickly...so they needed an EHR that could keep up with them.

Back in 2009, the practice used paper records at all five locations and the non-ophthalmic billing software, Rx Advantage. However, at the practice's ASC in Vineland, New Jersey, physicians and staff grew frustrated with the amount of missing, incomplete, and illegible charts. That frustration became unbearable with the number of charts that had to be transported physically between locations for patient appointments. Eye Associates staff also knew that regulatory changes would soon require them to use an EHR, so they decided to make the transition to eye care-specific technology—to improve productivity and compliance, have 24/7 access to patient information, and provide better monitoring of patient outcomes.

Shopping around and final decisions

Eye Associates formed a special task force of one physician, one administrator, and several department heads to gather staff requests for the EHR and select several options. From 2006-2009, the team demoed EHRs at AAO and ASCRS, visited practices that used EHRs, and spoke with colleagues about their own EHR experiences.

By 2009, Eye Associates made a decision. They were already running their ASC with myCare iMedicWare software, a product that physicians and staff liked. The software's ease of use, intuitive features, and ophthalmic workflows offered the flexibility that Eye Associates staff wanted. Gina Biagi, an administrator at Eye Associates says, "iMedicWare was flexible and adaptable. They understood exactly what our practice wanted and needed, and listened carefully to our requests. We just put so much effort into choosing our EHR. We had to make sure it was the right one!"

EYE ASSOCIATES & SURGICENTER

251 S. Lincoln Ave.
Vineland, NJ 08361
www.sjeyeassociates.com

STAFF: 7 Physicians, 5 ODs,
25 Techs

NUMBER OF LOCATIONS:
5 including ASC

SPECIALTIES:
Cataract, LASIK, Retina,
Glaucoma and Diabetes,
Oculoplastics, Optical

- 200+ patients/day between locations

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Gina Biagi, Administrator at Eye Associates

The Results

It's go-time: Implementation and going live

The implementation of myCare iMedicWare across the practice's five offices was smooth. After three months of determining network requirements, staff training via in-person and videoconference sessions, Eye Associates was ready to go live with the EHR and PM. At first, staff reduced their patient load to adapt to the system, but after only two weeks, the practice was back up to seeing its typical 200+ patients per day. Says Gina, "Going live was scary," so she and staff spent portions of their days finding workarounds as needed. For additional support and troubleshooting, iMedicWare staff conducted evening videoconference sessions.

Increased profits, staff time, and patient satisfaction

Almost immediately, staff noticed that the EHR made the practice more efficient. For example, staff no longer had to fax patient notes to satellite offices prior to patient appointments and, perhaps more importantly, in emergency situations, patients were able to be seen at any of the five offices. This saved a significant amount of staff time and increased patient satisfaction. Staff also noticed that with paper records, many patient encounters were under-billed. Additionally, the ability to create customized templates for LASIK examinations and other procedures allowed for more detailed reporting and financial separation between offices and departments. When it came to regulatory compliance, Eye Associates received Meaningful Use incentive payments totaling more than \$400,000.

Where they are now

Today, Eye Associates staff feel more accountable for their actions and for their role in the success of the practice. The software makes it easy to identify who needs more training and who is not completing assigned tasks. Staff also enjoy greater job satisfaction. They are proud to use the myCare iMedicWare EHR, and they appreciate the almost non-existent paperwork. As Gina says, "To not have to flip through the pages of multiple charts to find needed information...it is just so much easier." Now Eye Associates staff can spend more of their time and energy on what they're really passionate about: patients.

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**Gina Biagi, Administrator at
Eye Associates**

FULLY-INTEGRATED WORKFLOW SOLUTIONS FOR EYE CARE

myCare iMedicWare is the only completely integrated cloud-based solution that specializes in eye care. Take control of your practice with a completely integrated EHR, PM, ASC, and Optical combined with a value-added solution set of Analytics, Portal, and iMonitor. myCare iMedicWare shoulders the operational burden associated with running your practice by streamlining every aspect of it.



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

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LEADERS

Our Vision: Your Success.