

Case study

Genesis Pediatrics

From its office in Rochester, New York, Genesis Pediatrics provides well-child visits and immunizations, treats childhood illnesses and does basic suturing. Four full-time and one part-time physician, a full-time and a half-time nurse practitioner and eight R.N.s see 400-500 patients a week.

“We wanted to streamline processes both in the front office and for the provider,” states David Sullo, M.D. “We wanted to be able to electronically fax prescriptions to the pharmacy and see items such as updated medicine lists. With EHR, we’re much more productive. Communication is so much better within the practice and with specialists, and we’ve improved patient care.”

CHALLENGES

Genesis Pediatrics wanted to minimize waste, and providers wanted a system which would make charting easier. The practice wanted to have all of the data available and centralized in one place. Sometimes when a patient called, staff couldn’t find the chart, and nurses typically had to document immunizations three times, one for the day-care form, one for the paper chart and one for the superbill.

SOLUTION

Genesis Pediatrics chose a tightly integrated single system, MEDENT Practice Management and EMR/EHR from Community Computer Service. MEDENT was CCHIT CertifiedSM in 2006 and 2007.

“As a pediatric office, we try to make sure that children are seen every 15 months

“EHR enables us to identify children who have missed immunizations, and we contact them to get them in. With paper charts, often we didn’t realize an immunization had been missed.”

David Sullo, M.D.
Genesis Pediatrics

for well-child visits and are up-to-date on immunizations,” states Dr. Sullo. “We set up MEDENT EHR to run practice-wide reports to identify children who are a month overdue for an immunization. One of our nurses looks to see why the child hasn’t had the immunization and we then call the parent. Sometimes a family may have lost their insurance and are awaiting Medicaid, and our billing person can help guide them. Other times, the family simply needs a reminder.”

Lab results come in electronically directly to the patient chart and can be graphed with previous results and trends identified. “Often we graph lab results and meds together,” explains Dr. Sullo. “Recently, a child developed pancreatitis. Once the med began to take effect, we were able to follow in graph form as the enzymes went back down and determine when we should next monitor the levels. We do this with thyroid conditions as well.”

“I also use graphs a lot with BMI (Body Mass Index) curves,” states Dr. Sullo. “With the obesity epidemic, a lot of parents don’t believe their child is overweight. The computer-generated graphs enable me to show a parent where the child is on the curve, taking in to account their height. This has an impact and often changes their outlook. Before EHR, one of the nurses wrote down the height and weight and plotted it manually. It’s a big time savings to have it done by computer.”

During a recent hospital stay of one of Genesis’ seven-month old babies, a number of people commented that the baby’s head seemed large. The parents were concerned and brought the baby to be evaluated. “From the growth charts we were able to see that the baby’s head had always been large,” explains Dr. Sullo. “However, we ordered a complete work-up including an MRI. Nothing showed up, but we monitor the situation closely. We’re able to keep all specialists informed by faxing off our notes, and no one needs spend time at the copier.”

“The convenience of e-prescribing is wonderful,” states Dr. Sullo. “I no longer get out my prescription pad when I need to write a prescription. Instead I check a box and with one click send it off to the pharmacy. Some children with chronic diseases may be on 10 medications. If they need six refills, writing the prescriptions by hand could take 20 minutes. With e-prescription, it probably takes less than a minute.”

Genesis has found MEDENT’s Drug Interaction checking very useful, especially for a child on five or six medications who comes up with an atypical symptom such as migraines. “Manually checking whether a specific migraine medication is counter indicated could take 15 minutes,” comments Dr. Sullo. “With EHR, it’s done automatically. It’s a big time-savings, and I can show the parent that the check shows ‘no interaction found’ and provide peace of mind.”

“We’ve compared our experience using MEDENT Practice Management and EMR with providers in other practices that have software from different companies,” states Dr. Sullo. “These practices have had trouble with the integration, whereas MEDENT is a tightly integrated single system.”

“Our experience with Community Computer has been positive overall,” describes Rick Maniace, a nurse practitioner with Genesis. “They’re timely in responding to service calls. They work through any problems over the phone or send someone out, and the training sessions they’ve provided have been very good.”

RESULTS

Genesis Pediatrics finds that at the end of the day there are no longer patient charts to file or patient calls to return. With the efficiencies gained, patients are not still waiting to see a provider.

Having been relieved of many menial tasks, front office staff verify insurance ahead of time and confirm appointments, reducing no-show rates. Nurses spend more time triaging or on the phone with patients.

“With EHR, communication is better within the practice and with specialists,” explains Dr. Sullo. “Now when a parent calls, the receptionist simply accesses the EHR and sends a message to the provider. When the provider has a spare moment, they return the call. Using EHR, providers document the patient visit or what was said in a parent phone call using “point-and-click” and brief notes. All the documentation is in the system. If there are multiple specialists involved, all can be kept up-to-date with a simple click to fax the latest report. The better communication improves patient care.”

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