

## Case study

# Marshall Rismiller & Associates

An internal medicine and family practice, Marshall Rismiller & Associates (MRA) provides pediatric and adult medicine services ranging from minor surgical procedures to cardiac testing, including stress tests, holter monitoring and a prostate clinic. Seven physicians and one nurse practitioner see approximately 500 patients a week from three locations in Pennsylvania: Pottsville, Pine Grove and Tower City. Total staff is 25.

“With MEDENT EMR, information flow within the practice is much better,” states Dr. Robert DeColli, Internal Medicine Physician at MRA. “If one physician sees another physician’s patient, the information is in the system. Labs done in one office can be accessed by a physician in another office, and we can access patient information from home. MEDENT is very easy to use, and one click lets you move to the next screen. Each doctor in the practice has templates, forms and toolbars tailored to the way they work, and each can use the combination of point and click and speech recognition software that works best for them.”

### CHALLENGES

Having functioned since 1972 without an electronic practice management or EMR system, in 2010 Marshall Rismiller & Associates concluded the time had come to automate. Dr. DeColli chaired the committee to select a system. MEDENT was chosen over other products primarily for three reasons: ease of use, ability to share information with a large, local referral group (which already used MEDENT), and lower annual costs.

### SOLUTION

In April, 2011 Marshall Rismiller & Associates went to full Practice Management and EMR.

“The ease of finding and communicating information with MEDENT has had a positive impact on the quality of patient care.”

Robert DeColli, Internal Medicine Physician  
Marshall Rismiller & Associates

As of June, 2011, three months after full implementation of MEDENT, Marshall Rismiller & Associates is basically a paperless practice, reaping the benefits of an automated, integrated practice management and EMR system. In early July their Community Computer rep is scheduled for a visit at which time Marshall Rismiller & Associates will begin steps to implement additional MEDENT functionality including Disease Management, Patient Portal and Meaningful Use.

Marshall Rismiller & Associates uses the Lab Results Clearinghouse. All lab results go directly into the MEDENT system and the patient's record. "Often I look at patients' lab results in tables," states Dr. DeColli, "and I like the way the point and click technology works within MEDENT, especially the "close next" button which makes the next screen pop up when I'm ready to move on. This may seem minor, but when you do this 80 times in a day, the single click is a big time saver."

The practice uses the Dragon speech recognition software, and Dr. DeColli likes the custom features which enable each doctor in the practice to have templates, forms and toolbars tailored to the way they work. "All physicians in the practice use a combination of templates and speech recognition software," comments Dr. DeColli. "I use a template for the physical and dictate my plan of action. Other physicians use speech recognition and templates in different ways depending on what works best for them."

Nearly all of the physicians complete templates and document the patient visit while with the patient, and some dictate at a later time. Providers use e-prescribing and the drug alert pop-ups for drug-drug interaction and drug-allergy interaction.

"MEDENT has really, really helped with information flow in the practice," explains Dr. DeColli. E-mail between physicians is easy, and if one physician sees another physician's patient, the information is in the system. Labs done in one office can be accessed by a physician in another office. Also, I can take the computer home and work from home with full access to patient information."

"It's easier to find information. With paper charts, finding the results say of an echocardiogram could be next to impossible. Now I can easily get that information. Also, I am able to put more detail into a patient's chart. My notes are much more thorough and in-depth. With speech recognition, I dictate detail that I would not have written out."

Currently vital signs are entered into the patient record in the nurses notes, and EKGs are scanned into the system. When the practice purchases new medical equipment they plan to directly integrate it with MEDENT, enabling results to be immediately available to the doctor without any manual action on the part of staff.

Marshall Rismiller & Associates expects to make more extensive use of MEDENT's Disease Management formulas and outcome tracking reports in a few weeks. "I've been looking at a package for atrial fibrillation," states Dr. DeColli. "That's one of the first we'll implement. We'll also be looking at Patient Portal, which will enable additional communication with patients but save on

phone calls, and at Meaningful Use. Everybody is looking at the Dashboard and we'll soon learn more about setting that up in our system."

"We love MEDENT," exclaims Dr. DeColli. "It's very easy to use. We've been pleased with the trainers and with support. Support has been very responsive."

## RESULTS

MEDENT has had a significant impact on the flow of information and the ability to find information within the Marshall Rismiller & Associates practice. For physicians to be able to see lab work and test results from any of their three offices and to be able to easily find and communicate information has had a positive impact on quality of patient care. Also, with the use of templates and speech recognition software, notes in patient records have tended to become more thorough and detailed.

"With more accurate billing, we expect to see increased revenue by the end of the year," explains Dr. DeColli. "We have already begun to lower employee costs. We lost one of our supportive staff in September and we've not filled the position. At the end of the year, we'll reduce staff by an additional person."

"Our future goals for MEDENT include more extensive use of Disease Management, including atrial fibrillation, and use of the Patient Portal and Meaningful Use."

