

## With Numerous, Easy-to-Use Capabilities, Needed Information is Readily Accessible

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When Dr. Michael Mitchell started his surgery practice in 2005, he wanted a software system which would meet the needs of his practice then and in years to come. He chose MEDENT Practice Management and EMR from Community Computer Service. MEDENT has enabled Dr. Mitchell and his staff to efficiently handle day-to-day operations, easily access patient information and generate reports, and effectively communicate with referring physicians, insurance companies, pharmacies and the practice's lab. With his practice thriving and his surgical services in high demand, Dr. Mitchell will soon add a second surgeon.

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### Situation

The Michael J. Mitchell, M.D. practice provides vascular and general surgery for patients ranging in age from 20 to 95. From his main office in Niagara Falls, New York and a second location in Williamsville, Dr. Mitchell holds office hours two days a week. In the remainder of his week, he performs surgery and provides surgical follow-up in several area hospitals. Dr. Mitchell sees 70 to 75 patients a week.

Founded by Dr. Mitchell in August, 2005, the Michael J. Mitchell practice currently has four employees. Full-time staff include Dr. Mitchell, an office manager and a secretary. Dr. Mitchell's wife, who is a nurse, works part-time. With high demand for surgical services in Niagara Falls and surrounding communities, Dr. Mitchell plans to add a second surgeon to his practice in two to three months.

Linda Hutten, office manager, states that one of the biggest challenges facing the practice is getting correct payment from insurance companies for vascular surgery. "For most types of surgery, payment from insurance companies is not a problem," describes Linda. "However, for vascular surgery, which involves a large number of procedures, insurance companies often disallow certain codes. We then need to file appeals to obtain the correct payment."

When Dr. Mitchell founded the practice, he knew he wanted a software system which would meet the needs of the practice for years to come. Linda had used a practice management system at another doctor's office, but she was also familiar with MEDENT Practice Management and EMR from Community Computer. She urged Dr. Mitchell to consider it. Dr. Mitchell knew a number of physicians who used MEDENT. Being a person with considerable computer savvy, when Dr. Mitchell looked at MEDENT, he knew it was the system he wanted for his practice.

## Solution

When patients entered the doors of the Michael J. Mitchell practice in August, 2005, MEDENT Practice Management and EMR was up and running. The practice had two desktop computers, two laptops, scanners, printers and a server. From day one, records were set up electronically for all new patients. In the office were a few paper charts Dr. Mitchell had brought with him from a previous practice. However, if any of these patients needed additional services, information from the paper chart was scanned into the EMR.

The Mitchell practice uses MEDENT to submit claims electronically to insurance companies. For the creation and mailing of patient statements, they use the Electronic Patient Statements service from Community Computer. Through the Lab Results Clearinghouse module, results from the practice's lab are electronically uploaded to the MEDENT system and put directly in patient charts. The practice uses the point & click DocGens technology, and they have a medical content library tailored for a surgery practice.

When a patient comes for an office visit, Dr. Mitchell's wife uses her laptop to take a patient history. Dr. Mitchell then examines the patient. If a prescription is needed, he creates it using his laptop. He then either prints it out and hands it to the patient or sends it out to the pharmacy directly via fax. Before moving on to the next patient, he documents the patient visit and a letter is automatically generated and faxed to the referring physician.

Linda believes the practice has been able to provide better patient care because of EMR. "We can quickly find information on patients because we can go electronically into the medical record," states Linda. "For example, if a pharmacy calls, I can look in the EMR to see the patient's list of meds. I can go in to Dr. Mitchell's notes and see what he did, all without needing to pull a paper chart and search for the information."

With MEDENT, responding to requests from insurance companies for such items as office notes, pathology reports and operative reports is easy since staff can quickly locate the requested information and fax or mail it to the insurance company.

"The seamless integration of MEDENT is a definite advantage," states Linda, "and it's a superior system in every aspect of posting and billing. In the previous doctor's office where I worked, we weren't able to run A.R. summaries or monthly reports. It didn't have that capability. With MEDENT, running reports is really easy and information is right on hand. MEDENT offers so many options and capabilities, and the usability is wonderful. Tools such as rolodex, calendar, appointment scheduler and referral look-up are really useful. The referral look-up tool matches the patient's insurance with the referral and keeps track of referrals and when they've expired. And letters can be created so easily."

The Mitchell practice rates their overall experience with Community Computer as excellent. "We've not had one bad instance of response," explains Linda. "The vendor for my previous doctor's system seemed to resent the phone call and sometimes would not call back. There were two vendors, and sometimes we would call one of the vendors and were told to call the other. With Community Computer providing the software, the hardware, the networking and support, any

problem is quickly addressed.”

## Benefits

Using MEDENT, the Michael J. Mitchell practice has been able to efficiently handle day-to-day management of the practice, effectively document patient visits and easily access patient information. They are able to generate the summary and monthly reports they need. Tools and capabilities within MEDENT have enabled them to streamline communication with referring physicians, insurance companies, pharmacies and their laboratory.

Because of its ease of use, current staff were able to learn the MEDENT system quickly. When the new surgeon comes on board in two to three months, Dr. Mitchell is confident that the training needed for him to use the system will be minimal.