A Complete, Single System and Excellent Support
Leave No Need Unmet

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When Dr. Solomon Osei decided to open his own practice, he wanted a system which was complete, easy to use and tailored to meet his needs. Also, he wanted to be entirely paperless. MEDENT Practice Management and EMR from Community Computer Service has not only met Dr. Osei's initial requirements, it has enabled the Osei-Kwakye Ob/Gyn practice to save time and money and improve patient care. Actions difficult or impossible with his previous software such as finding specific information, documenting patient visits and interfacing with the lab are now easy. And Dr. Osei believes the support his practice receives is the best there is.

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Situation

Located in Brooklyn, New York, the Osei-Kwakye Ob/Gyn practice opened its doors in February, 2007. With two full-time physicians, one nurse practitioner and three administrative staff, they are continuing to ramp up the practice. Founded by Dr. Solomon Osei and Dr. Frank Kwakye-Berko, Osei-Kwakye Ob/Gyn provides obstetric and gynecological health services to women aged 16 to 75. One of the biggest challenges has been advertising and getting the word out about the physicians and the services the practice provides.

Dr. Osei had used Medical Manager by Sage software at the practice he worked for previously. "For my own practice, I wanted a system which was complete," states Dr. Osei. "I wanted to be paperless right from the get go. I wanted a system customized to meet my needs." He chose MEDENT Practice Management and EMR from Community Computer Service. "MEDENT is windows-based and very easy to use," describes Dr. Osei. "It's much easier to create a document in MEDENT than it was with the previous software I used. Also, I'm able to interface with the lab and able to find a specific document in the record."

Solution

MEDENT Practice Management and EMR were fully operational when the Osei-Kwakye Ob/Gyn practice opened its doors early in 2007. It had taken only three days for Community Computer to get the system fully up and running. Osei-Kwakye Ob/Gyn's hardware includes five desktop PCs, four tablet PCs, scanners for documents and insurance cards and a digital camera. The practice submits their claims electronically and uses the Lab Results Clearinghouse to interface with their labs. They use the point and click DocGens technology and a Medical Content Library tailored for their specific practice.

Dr. Osei has been very pleased with MEDENT's capabilities. "All of the features I need are contained within a single system," states Dr. Osei. "With the previous software I used, to fax or

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scan information required buying separate software, and we had to translate practice management information to get it into the EMR. We were not able to point and click. We had to type in all information. We didn't have electronic signature and we weren't able to scan in insurance information. Collections are so much easier to track. Without MEDENT, turnaround would be much slower."

With MEDENT everything the practice creates is integrated into the single system. "We don't have to do translation to get data from one part of the system to another," states Dr. Osei.. "With the previous system, we could run reports but we then had to transfer the data to another third-party product to do analysis."

"MEDENT is much, much easier to use compared to the previous software," explains Dr. Osei. "There is much more we are able to do. We can easily scan and fax documents. We can do patient notes using point and click, and we can easily customize notes for our specific needs." Dr. Osei finds that their digital camera has been one of the biggest attractions for patients. "They like having their photos taken and the photos become part of the patient chart." Also, Dr. Osei is highly pleased with the fact that he can access the MEDENT system from home or from the hospital while providing patient care or visiting patients.

In the office, Dr. Osei reviews the patient record before he sees a patient. He then completes his notes before going on to the next patient. "With MEDENT, documenting patient visits is much easier and we've been able to improve patient care," states Dr. Osei. "Because documenting is easier, the patient record is much more thorough and I'm reminded of things to address which I may have overlooked previously. I'm able to track patient information and see why I made various treatment decisions. Sometimes when I receive copies of paper charts from other physicians, I note that there is so little information. With EMR there is just a lot more information in patient records."

"My overall experience with Community Computer has been excellent," describes Dr. Osei. "The support has been wonderful, and I rate it as number one. I mention this to everyone and strongly recommend MEDENT to other physicians. Whenever I or someone from my office calls Community Computer, they call right back." Because with the previous software the practice had to use a number of third-party products, when they had a problem, often they had to contact a second vendor. "Now life is so much easier," states Dr. Osei. "We call MEDENT for everything we need."

Benefits

The Osei-Kwakye Ob/Gyn practice is completely paperless. MEDENT Practice Management and EMR has met the requirements Dr. Osei set when he decided to open his own practice. MEDENT is easy to use and tailored to his specific needs, plus it has all of the capabilities he needs and it's a single, integrated system. MEDENT has enabled Osei-Kwakye Ob/Gyn to save time and money as well as improve patient care. Because MEDENT EMR is very easy to use, Dr. Osei believes that the number of employees he will need to run his practice at full capacity will be fewer. Also, because documenting patient visits is much easier, documentation is much more thorough and the quality of patient care is higher.

Looking to the future, Dr. Osei believes that with MEDENT the practice has all of the capabilities they need. Currently, they are not yet using MEDENT's Disease Management (DM) formulas and outcome tracking reports, but they expect to do so in the months ahead. "We'll definitely use the DM capability," explains Dr. Osei. "I believe it will be important with insurance companies and it will add more to the services I provide for patients."

"The MEDENT software has met all of our needs," comments Dr. Osei, "but service is as important, and Community Computer's service is excellent, the best I have seen."