Case study
Urban Family Practice

Urban Family Practice, located in Buffalo, New York, serves babies through adults. Founded in 1996 by Raul Vazquez, M.D., one physician, a nurse practitioner and a physician's assistant see 250-300 patients a week.

Using EHR, Urban Family's revenue per patient is noticeably high, patient visits are well documented, and chronic diseases are effectively monitored and managed. The ability to analyze patient data has contributed to high quality of care. An EHR/calling software interface enables patient lists from the EHR to be passed to the calling system to schedule follow-up appointments and remind patients of their appointments.

CHALLENGES

When Dr. Vazquez started Urban Family Practice, he was a relatively new physician, having practiced only four years. Previously, he had used paper charts and he knew he wanted to computerize his practice. Dr. Vazquez wanted information to be accessible from any site. He wanted his staff to be able to view information and analyze it. He wanted to transfer information to other facilities and print it out for patients.

SOLUTION

Dr. Vazquez brought in a consultant who recommended MEDENT from Community Computer Service. MEDENT Practice Management and EMR/EHR was CCHIT Certified^{SM} in 2006 and 2007.

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> Raul Vazquez, M.D.
> Urban Family Practice

"I find EHR templates much faster than typing or dictating notes," states Dr. Vazquez, "and I complete my notes while with the patient or on my way to the next patient. Templates are well-suited to what physicians do since we record many of the same things repeatedly."

Urban Family Practice uses light notebooks and Toshiba tablets. With increased use of the Internet, they installed a second network to better safeguard their EHR system. With the release of MEDENT V15, the practice began to use Internet hyperlinks. "From note screens, the hyperlink enables us to check say for adverse drug interactions," explains Dr. Vazquez. "In triage, we have a hyperlink to HealthNet to quickly check a patient's insurance status. The hyperlinks ensure we get directly to a site and lessen the risk of reaching an unintended site and exposing our system to virus or spyware threats."

Urban Family Practice automatically routes lab information to and from the lab, and lab results go directly into the patient record. Data from electronic equipment such as their EKG, vital signs and urine analysis units also go directly into the EHR.

Urban Family uses disease management (DM) formulas and disease management/health management (DM/HM) reports. The practice looks at the metrics built into the EHR to see how they are doing managing diseases such as diabetes and asthma. "I've been able to take snapshots of data on patients – say those with hypertension – and move it to an Excel spreadsheet where I can create pivot charts," explains Dr. Vazquez. "I've been able to identify the best drugs to prescribe for a particular patient. Also, I take demographic data out of MEDENT and map it in Mappoint to see where specific diseases cluster to better focus my practice."

In the fall of 2006, the practice interfaced MEDENT with Telvox House Call calling software. Dr Vazquez creates lists within MEDENT and exports the lists to the calling software. The message left with a patient or on their answering machine is personalized in that it includes their name, the appointment time and the type of visit or procedure. Additional calls are made to remind the patient of their appointment or to alert them of specific pre-procedure prep.

"Community Computer's support people have been there when we need them," explains Dr. Vazquez. "When I wanted to set up a second network, they were not only agreeable to my doing it, they helped me get it running. They even troubleshooted problems." Dr. Vazquez rates his overall experience with Community Computer as excellent.

RESULTS

EHR has enabled Urban Family Practice to be efficient and productive. The practice has been able to contain costs and see more patients at higher revenue

per patient than most other practices. Patient visits are well-documented, chronic diseases are well monitored and managed, and the ability to analyze patient data has improved patient care.

When benchmarked against other practices, Urban Family sees a greater volume of patients. Some insurance companies have questioned if something is wrong. However, because patient visits are well-documented and all the data is in the system, Urban Family has never had a problem with audits.

With EHR, Urban Family's providers are able to multi-task. For example, when with a patient, they treat the patient and document the visit. Also, they scan in information, fax it to other facilities or print it out for patients. "The number of patients I can see in a day is significantly greater with EHR," states Dr. Vazquez.. "With paper, I could see 18-20 patients a day. With EHR, I'm able to see about 40. My entire staff works smarter rather than harder."