

Case study

Green & Sloan

Located in West Seneca, New York, Green & Sloan's two physicians, two physician's assistants and seven nurses see 250 to 300 allergy patients each week. Serving infants to seniors, the practice strives to meet the challenge of providing quality care in an increasingly efficient manner.

"EMR has been revolutionizing for the practice," explains Dr. Andrew Green, physician and founder. "Prior to EMR, we had 13 file cabinets. Each was three feet long with six shelves. These are now gone, and we have instant access to information seven days a week, 24 hours a day. We can quickly retrieve information on patients at any time. Better decisions are made when physicians have information readily available. With EMR, we have a much more efficient interface with patients and collaborating physicians in a real time manner. What can be accomplished in a day is much greater, and there is no carry-over of work at the end of the day.

CHALLENGES

Dr. Andrew Green founded the Green & Sloan allergy practice in 1979. By the early 90's, the practice wanted a more efficient way to record charges and to bill. In 1994, they implemented MEDENT Practice Management from Community Computer Service. Soon the practice concluded they also wanted to become more efficient in recording and accessing clinical information.

SOLUTION

The Green & Sloan allergy practice implemented MEDENT EMR in 2002.

"Dragon speech recognition saves time, and we get our notes to referring physicians much quicker. The one-time charge for Dragon software is one quarter of our annual transcription cost."

Andrew Green, M.D., Physician and Founder
Green & Sloan

The Green & Sloan practice uses the Electronic Patient Statements Service from Community Computer, and they submit their insurance claims electronically. The practice uses the MEDENT Point & Click DocGens technology and standard templates suited to the practice. Lab results from the two labs the practice uses are downloaded into their computer and directly into the patient's record. "There is quick turnaround," states Dr. Green, "and it is easier to correspond with patients and other physicians with whom we collaborate."

"We walk into the exam room with our laptops and record while we're with the patient," explains Dr. Green. "After the patient has left, we record our notes before going on to the next patient."

Recently the Green & Sloan practice began using the MEDENT Dragon speech recognition capability. "Previously, we used offsite transcriptionists," explains Dr. Green. "Providers would dictate patient notes into the MEDENT software and a typist would access the note and type it in remotely. The provider would then review the note, make any corrections and send it off to the referring doctor. Physicians at Green and Sloan review the notes of physician's assistants (P.A.) before the notes are sent to the referring doctor. Often it would be on a Sunday evening that I would finally finish the review for the week. The process took a lot of time and expense."

"With Dragon, when the provider dictates a note, the note is right in front of them on the screen. When a P.A. does a note, they immediately forward it on to a physician for review. By the end of the day, all notes have been reviewed and sent on to the referring physician, and there is nothing left on the physician's desk. A lot of time is saved, and the turnaround time is much quicker. For example, if a patient is seen at 9 a.m., gives a history, has a physical and leaves the office by 10:30 a.m., the note can be provided to the referring physician by 11:30 a.m. And we no longer have transcription costs. The one-time charge for Dragon software is one quarter of our previous annual transcription expense."

Dr. Green rates his overall experience with Community Computer as superb. "When others ask me about EMR and the vendors with presence in the community," states Dr. Green, "I urge them to look at how good the support is. A computer is a living entity that needs attention, updating and interfacing. If there's not good support, you're dead in the water. Community Computer's support is second to none. Community Computer supplies all of the software and the server. If you have unique needs for other hardware, they are supportive and work with you and the other vendor to interface."

"Community Computer is a regional, privately owned corporation that has a business mentality, a corporate structure and internal operations which place them at the forefront in interoperability in meeting national standards and community requirements. It's impressive that they are so far ahead in health information exchanges for hospitals, labs, insurance companies and physicians' practices."

RESULTS

MEDENT has had a significant impact on workflow, efficiency and quality at the Green & Sloan practice. Front office staff and providers have instant access to information at any time and have become more efficient and productive.

“As volume has increased, the work that has to be accomplished is less,” describes Dr. Green. “The demands on the practice in terms of record keeping – patient notes, correspondence and billing – have all been absorbed by the MEDENT system, with no increase in personnel costs. We can do more work for individual patients. Everything is well-documented. Better decisions are made, and there is not a stack of paper charts on our desks at the end of the day.”

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