

## Case study

# Myrtle Street Obstetric and Gynecology

Located in Saratoga Springs, New York, five full-time physicians, two nurse practitioners, 14 nurses and one certified midwife provide a full spectrum of OB/GYN services to 500 to 600 patients a week. Myrtle Street Obstetric and Gynecology has an in-house lab and also provides ultrasound, bone density screening and child birth education.

“Before EMR, we had over 10,000 paper charts,” states Louise West, Practice Administrator. “We were bursting at the seams, with charts everywhere. Some charts were so thick, there was no way to keep the chart organized. EMR has given us the ability to create detailed and thorough documentation for each patient visit. Templates enable us to document using point and click. We’ve become more efficient and have improved the quality of patient care. Everything is organized, and doctors can access the EMR at home and at the hospital any time of day or night.”

### CHALLENGES

Dr. John Streit founded the Myrtle Street practice in 1971. While they had used practice management software for a number of years, by 2006, Myrtle Street had no more space to store patient charts. All day long someone was searching for a chart, with charts out for labs, ultrasounds and patient visits. Myrtle Street concluded it was time to convert to electronic medical records (EMR).

### SOLUTION

Having begun use of MEDENT Practice Management from Community Computer Service in 2003, Myrtle Street decided to implement MEDENT EMR in 2006.

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Louise West, Practice Administrator  
Myrtle Street Obstetrics and Gynecology

Myrtle Street uses the creation and mailing of electronic patient statements service provided by Community Computer. The practice submits claims electronically and uses the Lab Results Clearinghouse to transmit lab results directly into the patient chart. They have templates tailored for their specific needs and make extensive use of the point & click DocGens technology to generate progress notes. "The bulk of notes are done during the patient visit or within a minute or two," explains Louise. "Some providers document completely while in the room with the patient, and others finish soon after."

"We graph items such as vitals, BMI, weight gain and blood pressure," states Louise. "We use e-prescribing and the drug-drug and drug-allergy interaction capabilities. We have some integration between our ultrasound machines and MEDENT in that the doctor can view the ultrasound in the patient record. With full integration, doctors will also be able to make changes."

Myrtle Street uses the antepartum record in MEDENT which follows the American College of Obstetricians and Gynecologists (ACOG) standard. "The antepartum document is initiated at the time of the first visit after pregnancy has been confirmed," describes Louise. "The patient meets with a nurse who takes a comprehensive history. If a PFSH document exists, MEDENT pulls it into the antepartum. Before EMR, we had to document the history again. Now we can simply update it."

Using MEDENT, Myrtle Street's providers follow the ACOG format and a document is generated using point and click for each patient exam. "MEDENT has a very nice problem list," states Louise. "We click on the problem and then add comments. There is a field for the date. Not all problems are identified in the initial visit. Some are identified later. The problem areas are neatly documented, and at each visit the provider can see if there are any special problems to address. Typically patients come in 12 to 14 times during their pregnancy. For each visit, the provider points and clicks to document areas such as vitals and fetal height, and these are kept in chronological order. At the first, second and third trimester, we provide patient education. There are prompts to help ensure the education is thorough and comprehensive, and most importantly, the patient education is fully documented."

"Recently, we were audited by MVP. They told another practice that our documentation was exemplary in thoroughness, accuracy and communication. The other practice came to view our system. MEDENT has prompts and features that help ensure important areas are not neglected and are accurately documented. For example, insurance companies like to see that the mother of a newborn has an appointment with her pediatrician. With a prompt, a nurse is reminded to document the date of the appointment. When providers are viewing test results, they can push a button to send a letter to the patient's PCP or referring doctor or send triage to a nurse. This facilitates communication and is automatically documented."

"One of the ways we've improved patient care is that MEDENT enables us to see the status of every test that is ordered for a patient," explains Louise. "When viewing the requisition in EMR, with one click, the provider can create a letter to the patient inquiring as to why they haven't had the test or procedure. From the

requisition screen, providers can see letters that have been sent to patients as well as triages to other members of the staff. This feature has really improved communication and tracking of orders.”

## RESULTS

The most significant way MEDENT has impacted the Myrtle Street practice is that it has given them the ability to create detailed and thorough documentation for each patient visit. They’ve become more efficient and have improved the quality of patient care. Insurance reimbursements are coming in faster. The turnaround time between submitting claims and receiving payment is less. Everything is organized and doctors can access the EMR at home and at the hospital any time of day or night.

“My overall experience with Community Computer has been wonderful,” states Louise. “I’ve been very pleased with the training and support, both onsite and over the telephone. I haven’t seen any other system I would prefer, nor any system that can beat the functionality of MEDENT.”

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