

## Case study

# Paul, Pinto & Blackstone

From a single location in Saratoga Springs, New York, the Paul, Pinto & Blackstone practice sees 250 patients a week. Two ophthalmologists and one optometrist provide eye exams and eye surgery to patients ranging in age from babies a few days old to people in their 100s. Total staff includes an office manager and four administrative personnel.

“EMR has enabled us to cut down on the file space needed for patient records,” states Dr. Gregory Pinto, Ophthalmologist, “and each patient’s record is legible and more complete. Documentation of discussions with patients is automated now. We don’t have to write out what was discussed at each visit. We can simply point and click. This has enabled us to become more productive, and we have improved patient care. I see a few more patients each day, and I’m able to finish earlier in the day. Also, EMR has enabled us to rapidly and efficiently get reports to other physicians, which is a major value to patients and to the practice.”

### CHALLENGES

The Paul, Pinto & Blackstone practice was founded by Dr. Jeffrey Paul in 1988. To improve scheduling and billing, they began using MEDENT Practice Management in the late 1990s. By the mid 2000s, patient records were taking an increasingly larger area of file space, and the practice wanted to have more complete records readily accessible in one place.

### SOLUTION

Paul, Pinto & Blackstone implemented MEDENT EMR in September of 2008.

“We have a digital fundus camera and an OCT directly connected to MEDENT. We’re able to show patients photos of their eyes. It gets them to participate more in their healthcare.”

Dr. Gregory Pinto, Ophthalmologist  
Paul, Pinto & Blackstone

The Paul, Pinto & Blackstone practice submits their insurance claims electronically, and they have been able to speed-up and increase collections. The practice uses MEDENT's point and click DocGens technology as well as a medical content library and templates tailored for an ophthalmology practice. They use e-prescribing and make use of the drug-drug interaction and drug-allergy interaction capabilities when writing prescriptions.

The practice has a digital fundus camera and optical coherence tomography (OCT) equipment directly connected to MEDENT. "We graph some patient data," explains Dr. Pinto. "For example, when evaluating patients with glaucoma, we graph information on intra-ocular pressure in a flow chart."

"We've been able to improve patient care," states Dr. Pinto. "I'm able to review photos of patients' eyes with patients. This helps identify problem areas and gets the patient to participate more in their healthcare. The photos help involve them in discussions about the condition of their eyes."

All three of the doctors in the practice document patient visits while with the patient. "With EMR, we have increased the thoroughness and legibility of documentation in patient records," explains Dr. Pinto. "Documentation of discussions with patients is automated now. We don't have to write out what was discussed at each visit. We can simply point and click. Also, one partner is able to read another partner's notes. We have become more productive and somewhat more efficient."

"Our overall experience with Community Computer has been positive," comments Dr. Pinto. "They provide excellent support, and they are very responsive. It has been very valuable to be able to rely on a single vendor to provide all of the software, hardware, networking and support."

## RESULTS

One of the most significant ways MEDENT has impacted the Paul, Pinto & Blackstone practice is that they are now able to rapidly and efficiently get reports to other physicians. The practice has freed up file space formerly used to store paper charts, and they have achieved the goal of having more complete patient records readily accessible in a single place. In addition, they have become more productive and improved patient care.

"I see a few more patients each day, and I'm also able to finish earlier in the day," states Dr. Pinto. "EMR has enabled us to achieve even more than our initial goals."

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