

Case study

Trinity Family Medicine

Located in Weedsport, New York, Trinity Family Medicine serves a broad range of patients, from newborns to the elderly, with a staff of one physician, one nurse practitioner and two nurses.

“With EHR, both the quality of patient care and safety have improved,” states Sean Boyle M.D., who founded Trinity Family Medicine. “The physician can quickly learn the history of the patient’s condition, their allergies and what actions have been taken for treatment. Learning this same information is extremely difficult in a paper record, and it’s so time-consuming that often it wouldn’t be done.”

CHALLENGES

Trinity Family Medicine had two separate systems, one for billing and scheduling and one for EHR. Data had to be entered twice which was inefficient, and errors were common. Dr. Boyle recognized that having disconnected systems was a big disadvantage and began to search for integrated software to meet the needs of his practice.

SOLUTION

Dr. Boyle chose MEDENT Practice Management and EMR/EHR from Community Computer Service. The software was CCHIT CertifiedSM in 2006 and 2007.

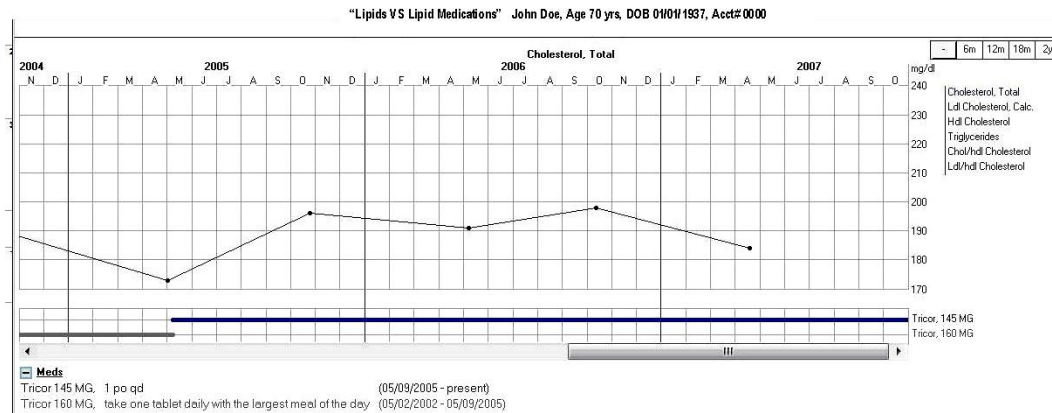
EHR templates, tailored for a family practice, enable Trinity to create complete documentation of a patient encounter and reduce the

time it takes to diagnose and issue follow-up orders. Trinity uses medical equipment linked directly to MEDENT to record vital signs such as blood pressure, pulse, temperature and body oxygen level.

“At every visit, Dr. Boyle gives me a graph showing a history of my lab results. I can see if my cholesterol is better or worse, and we discuss any needed change in diet, exercise or medication.”

James Applebee, patient

With his EHR, Dr. Boyle can compare therapies and results and display them using graphs and flow sheets. “The graphs have a significant impact on patients,” he states. “For example, they can see when they started taking medication and the effect on their blood pressure or cholesterol.”



Trinity uses the EHR’s Drug-Drug Interaction and Drug-Allergy Interaction capabilities. “It’s really helpful to be reminded of a patient’s allergies and alerted to adverse reactions among drugs,” explains Dr. Boyle. “There are so many drugs that it’s hard to keep abreast of all of them. The system provides checks and balances that are not possible without an EHR.”

Before leaving the exam room, Trinity’s providers use their notebook computers to enter prescription information, which can be sent directly to the pharmacy. This is more convenient for the patient, who no longer needs to drop off the script. The risk of the pharmacist providing the wrong medication or dosage due to illegibility is eliminated. “E-prescribing increases accuracy and efficiency and is valuable for everybody involved – the physician, the patient and the pharmacy,” states Dr. Boyle.

If an insurance company questions a charge, Trinity can prove what service was provided and respond immediately because there is a complete record of the services performed.

“MEDENT is a very stable system,” states Dr. Boyle. “It’s seamless and it is well integrated. Community Computer tests any new functionality thoroughly before it’s released so you need not fear that putting in a new module will screw something else up, as sometimes happens with software from other vendors.”

Dr. Boyle adds, “Community Computer is committed to excellence. They invite client input, enabling the MEDENT system to have evolved into the premier EHR system on the market today. Their support for both the software and hardware is excellent. If there’s a problem they find it quickly and get it resolved. Their people are competent and professional.”

RESULTS

At Trinity Family Medicine, the patient record is always in order and available. “We no longer spend time looking for a chart which could be anywhere – with the receptionist, the billing person, one of the clinicians or misfiled,” states Dr. Boyle. As a result of using EHR, clinicians can now work more efficiently and patient care and safety have improved.

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