

Case study

CNY Eye Care

With offices in Dewitt, East Syracuse and Camillus, New York, CNY Eye Care provides medical and surgical eye care, specializing in LASIK refractive surgery, cataract surgery, corneal transplants and glaucoma care. The practice also provides contact lenses and has an eye glass dispensary. They serve about 400 patients a week with one part-time and two full-time ophthalmologists and one part-time and one full-time optometrist.

“With EMR, we have complete medical documentation,” states Dr. John Sveen, M.D. “EMR is a way to provide better patient care and better documentation. Everything is tracked. We can see a log and know what was done and who did it. Documentation is so good with EMR that if there are challenges by insurance companies, the medical records are complete enough to justify the level of billing. Coding is clearer, and EMR prompts us to ask the questions required for the level of service billed.”

CHALLENGES

When Dr. Sveen joined CNY Eye Care in 2001, the practice operated from a single location. In 2004, they opened their first satellite office. Knowing the medical field was going toward EMR, Dr. Sveen recognized the opportunity for the new office to be paperless.

SOLUTION

Having successfully managed the practice with MEDENT from Community Computer Service, CNY Eye Care chose to implement MEDENT EMR in its new satellite office.

“EMR has given us a head start in the medical field. It’s easy to miss something with paper. With EMR, we have complete, accurate and legible records.”

John Sveen, M.D., Ophthalmologist
CNY Eye Care

Not long after opening its first satellite office, CNY Eye Care decided to open a second. Both of the offices were paperless from day one, as is the entire optometry part of the practice. CNY's main office is now in the process of converting to EMR.

"I've been 100% on EMR in the main office since February, 2009," states Dr. Sveen. "We've rotated our staff through the satellite offices for training. The main office staff is now ready, and we already make use of capabilities such as triage. The front desk staff love EMR, and they're really excited about making the transition. The transition will be gradual. We plan to enter into EMR information such as patients' medical history, their medications and family history. We have the option to use DocGens for progress notes or we can scan in a paper note."

"Our reason for going to EMR is because it's the wave of the future," states Dr. Sveen. "It's a way to provide better patient care and better documentation. With MEDENT and excellent billing people, collections have always been good. Now documentation is so good with EMR that if there are challenges by insurance companies, the medical records are complete enough to justify the level of billing. With paper there can be a problem deciphering a handwritten note, and it's easy to miss something. Coding is clearer with EMR, and EMR prompts us to ask the questions required for the level of service billed."

CNY Eye Care uses MEDENT's point and click DocGens technology, and they have a Medical Content Library tailored for an ophthalmology practice. "When doing the pre-op visit for cataract surgery," describes Dr. Sveen, "there are reminders in the software to discuss aspects of the risks and benefits and other items that are easy to miss. And everything is tracked. You can see a log and know what was done and who did it. It provides complete medical documentation."

With EMR, CNY Eye Care has realized a number of efficiencies. Providers used to dictate all letters to referring doctors after a visit. Now many letters are generated from office visit notes. "We get a lot of requests for records from insurance companies, other doctors and worker's comp," describes Dr. Sveen, "and with EMR it's easy and efficient to send records. Also, staff spend less time looking for patient charts, and there is no need to pull all of the paper charts for the next day."

Dr. Sveen comments that the office visit process is similar with paper and EMR. With EMR, the scribe uses a computer rather than taking hand-written notes. In both cases the doctor signs off on the notes taken by the scribe. "Probably an electronic note is quicker than a paper note because of point and click," states Dr. Sveen. "EMR pays off in efficiency at the second visit since all of the information is in the record and it simply needs to be updated."

Dr. Sveen uses e-prescribing and has found the drug-allergy Interaction capabilities useful. He uses MEDENT's flow sheet capability when treating glaucoma patients to chart intra-ocular pressure together with eye drops.

"My overall experience with Community Computer has been very positive," states Dr. Sveen. "I'm pleased to have worked closely with them in developing content

specific to ophthalmology. They have been very responsive to the needs of our practice. Their people are competent and easy to work with. Even on hardware and software price, Community Computer is competitive, and they do complete set up and installation.”

RESULTS

Using MEDENT EMR, CNY Eye Care has complete, accurate and legible patient records, providing thorough medical documentation. The practice has gained efficiencies in a number of areas including sending records to insurance companies, doctors and worker’s comp. CNY has reduced the amount of dictation, and staff spend less time looking for and pulling charts.

Dr. Sveen has a number of goals he would like to achieve in the future. “We want to implement technical bridges to connect the EMR to medical equipment such as digital photography and A-scan. We plan to take pictures of patients and include them in the patient’s chart, and I want to improve our processes and efficiencies in surgical scheduling. In addition, because in ophthalmology we draw a lot of pictures, I’d like to be able to do more with the pen tablet.”

