

Dr. Matthew Tempest Increases Collections and Successfully Attests for Meaningful Use with EMA™



"In addition to the \$36,000 we earned in Meaningful Use money, we've seen a significant increase in our collections since implementing EMA. Prior to EMA, we were serially under-billing, just to be safe. Now we're billing higher per patient, and we have more confidence in our billing."

Matthew Tempest, MD

Key Benefits and Improvements:

- Significantly increased average collection per patient
- Successfully attested for Meaningful Use
- Improved the patient experience
- Saved time and increased efficiency

Dr. Matthew Tempest, an ophthalmologist in Sandy, Utah, knew that there were great benefits to gain from using an EMR system. It was 2012, and he also knew that time was ticking away if he wanted to get Meaningful Use incentive dollars under the HITECH Act. However, he had heard complaints among colleagues that made him incredibly hesitant to switch from his paper charts.

"I started looking for an EMR awhile back and found that most of the EMRs on the market were overpriced, yet underperformed," said Dr. Tempest. "I was getting so discouraged by what I found that I was actually willing to forgo the Meaningful Use incentive dollars. I wanted to find a system that wouldn't slow us down, that wouldn't be a hassle. I looked hard, and I finally found EMA."

Successfully Attested for Meaningful Use

Dr. Tempest and his team implemented EMA

Ophthalmology™ in the summer of 2012 and started the process of attesting for Meaningful Use in October of 2012. "I put a staff member in charge of the process and created a team approach," said Dr. Tempest. "She provided great support and helped us understand the requirements of the program. As it turned out, qualifying for Meaningful Use was very easy, as EMA did the work for us. We satisfied the requirements easily." By January of 2013, Dr. Tempest and his team successfully attested for Meaningful Use, and he and his partner received \$36,000 in incentive dollars.

"Looking back, if I had to do it over again, I would have started to implement EMA earlier in the year," he said. "That would have made us feel less pressured about satisfying the requirements for Meaningful Use in a short timeframe."

A Significant Increase in Collections

"In addition to the \$36,000 we earned in Meaningful Use money, we've seen a significant increase in our collections since implementing EMA," said Dr. Tempest. "Prior to using EMA, we were serially under-billing, just to be safe. Now we're billing higher per patient, and we have more confidence in our billing."

An Improved Patient Experience

EMA's cloud-based infrastructure has been a big win for Dr. Tempest and his patients. "One Sunday afternoon, I was called by a frantic patient who got to the pharmacy and there was nothing there waiting for her," he said. "I logged into EMA from home and within three minutes I had the prescription there. The fact that it's cloud-based is fantastic. I work from everywhere and everywhere I go has cell service or Wi-Fi, so I have access all the time. I just love it."

Dr. Tempest also likes that he can more easily find notes in a patient's history with EMA, rather than having to look through a 3" thick paper file. "The fact that a patient's history pops to the top of their file is great. It saves me a substantial amount of time, and from missing information that could get lost in paper charts. It's slick and clean to show a patient their chart on EMA, and helps them to more clearly understand their diagnosis."

"In addition to improving my patients' experience I also really like how EMA adapts to my style of practice, and shows my top diagnoses and treatments at the top. That's just genius. It's one of my favorite things about the system."

Looking Forward

"I've really been impressed with the people that work at Modernizing Medicine," said Dr. Tempest. "Everyone I've spoken to there are smart, bright people. It really instills confidence to know that people like that are behind the scenes at the company. During our ramp up, the team was incredibly helpful. The training has been great, and the company does a great job of responding to customer feedback. I'm excited to see more and more physicians get on the system, as it's only getting better. In the years to come, I want every ophthalmologist to say to me, 'You were smart; you got on EMA early on.' And my staff and I are just starting to tap into what EMA can do."