

Dr. Sonya Merriman Documents Effortlessly with the Intuitive EMA Plastic Surgery™



Sonya Merriman, MD

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Key Benefits of EMA Plastic Surgery:

- Plastic surgery-specific EMR system
- Proper billing codes designed to help increase revenue
- iPads enhance patient interaction
- Cloud-based system enables access to patient data virtually anywhere

Background

Dr. Sonya Merriman has been performing plastic and reconstructive surgery since 1992 in her Valdosta, Georgia-based private practice, Plastic Surgery Associates of Valdosta. In an effort to streamline her clinical documentation, she began using an electronic medical records (EMR) system that she soon discovered was too cumbersome and inefficient to meet her practice's needs.

“My previous system was not plastic surgery-specific and was very frustrating and difficult to use. The fill in the blank, template-based notes were time consuming, and I didn't trust the system was coding properly. I wanted to find something that was geared toward plastic surgery,” said Dr. Merriman.

Dr. Merriman made the decision to begin researching

other EMR systems. “I saw EMA™ on social media for the first time and it caught my eye. I went to the Modernizing Medicine website and I loved the way EMA looked,” she said.

After carefully evaluating Modernizing Medicine's Electronic Medical Assistant® (EMA) along with numerous other systems over a six-week period, Dr. Merriman was convinced EMA was the right solution. “I decided on EMA because it was intuitive and had the built-in medical knowledge specific to plastic surgery that I was looking for. EMA functioned in a way that made sense to me.”

After completing a series of online training sessions, Plastic Surgery Associates Of Valdosta went live with EMA in October 2013 and has since been experiencing the benefits EMA has to offer.

Code with Confidence

With the medical knowledge unique to plastic surgery built into the system, EMA helps to code more accurately. “Coding was really important to me,” explained Dr. Merriman. “I was a chronic under-coder and I was never sure if my documentation was thorough enough to justify an audit,” she said. “With

EMA, I have fewer turned down claims due to coding issues and my insurance revenue has increased. EMA paid for itself in the coding functionality.”

EMA’s intuitiveness allows it to effortlessly generate accurate billing codes specific to each patient. “EMA automatically codes for me and the super bill is ready by the time I leave the exam room, saving me time and increasing my patient volume,” she said.

Access to Patient Data Anywhere

EMA is cloud-based which allows Dr. Merriman to access her patient data from virtually anywhere using an Internet-enabled Mac, PC, iPad or smartphone. “I love that I’m able to finish a note at home if needed or e-prescribe over the weekend,” she said. “When patients call me and I’m not in the office, I can access their information from anywhere which is very convenient.”

Dr. Merriman also enjoys enhanced patient engagement

with the iPad. “The portability of the iPad allows me to better interact with my patients,” she said. “The patients enjoy the photo gallery functionality, and the ease of note creation not only keeps me efficient but also enables me to focus more on them.”

Nothing Compares to EMA

With her previous template-based EMR system, Dr. Merriman was not pleased with the outcome of the generic notes created. “EMA consolidates my patient data and adapts to my style of practice,” she said. “My notes in EMA have my personal touch and I always feel good about sending them to a referring physician.”

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