Bryn Mawr Skin & Cancer Institute Improves Workflow and Communications with modmed PM™

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Victoria A. Cirillo-Hyland, M.D.

Key Benefits of modmed PM:
- Integrates seamlessly with Modernizing Medicine's Electronic Medical Assistant® (EMA™)
- Cloud-based platform improves communication and patient flow
- Dynamic features accelerate appointment bookings
- Exceptional support from industry experts

Background

Founded in 1968, Bryn Mawr Skin & Cancer Institute, located in eastern Pa., has experienced both manual billing and server-based practice management (PM) systems that created inefficiencies within the practice. In 2015, they volunteered to participate in the alpha program for Modernizing Medicine's cloud-based PM system, modmed PM.

"Our legacy server-based PM system was terrible. It was the driving reason why we volunteered to be an alpha tester for modmed PM," said Victoria A. Cirillo-Hyland, M.D., managing physician and dermatologist at Bryn Mawr Skin & Cancer Institute. "Our providers were experiencing inefficient patient flow and our medical assistants spent unproductive time waiting at the front desk for documentation and patients to be checked in.

Also, our demographics bridge was functional but the manual workarounds required to transition from EMA Dermatology® to our server-based PM were significant and time consuming."

"modmed PM has solved these problems and is integrated with EMA Dermatology for a seamless patient flow from beginning to end of the visit. It is amazing how the communication amongst the staff has improved by using this all-in-one system. The layout is easy to navigate enhancing our workflow and making everyone more efficient," said Dr. Cirillo-Hyland.

Improve Office Flow

The check in/out process for Bryn Mawr Skin & Cancer Institute was streamlined and communication was improved with the "Appointment Flow" feature in modmed PM.

Chief Executive Officer, Bill Hyland shares, "Our clinical and front desk staff now stays connected via their workstation or iPad so the medical assistants know when patients are checked in and the physicians can see which patients are on their schedule for the day. Now the front desk staff feels connected with their

clinical counterparts and can "see" the patient move through the appointment process from beginning to end. Management can also quickly review patient workflow status."

Teri Campbell, Practice Administrator for Bryn Mawr Skin & Cancer Institute explains, "modmed PM assists with our office flow starting with the call center appointment, arrival at the front desk, continuing through to the clinical visit, the pathology department, the medical assistant area and finally to check out for future appointments. It provides a complete picture for anyone of our staff, in any area. We can schedule appointments using the Appointment Finder with ease, use the Appointment Flow to greet arriving patients, utilize the check in/out features for communicating with the clinical staff, all while working between EMA Dermatology and modmed PM. It is a seamless interface allowing full access to the patient's information so the end result is quality care and proper management."

"In addition to workflow, modmed PM also enhances the patient experience. The Appointment Flow alerts help to identify at a glance what needs to be addressed or modified when the patient arrives. Also, the patient's picture is a nice feature to clearly identify and greet the patient."

Appointments Made Easy

The "Appointment Finder" feature in modmed PM facilitates the appointment making process by bringing forth the available appointment times and then prompting the uses for patient information.

"Booking an appointment in modmed PM is 50% faster than our prior system, essentially enabling us to streamline the appointment process and book many more appointments a day," said Bill Hyland. "Paperwork and insurance cards are easily scanned directly into the patient's chart in modmed PM. The Patient Summary can be expanded and contracted with one click and is a fantastically conceived feature both for summary patient information as well as simple navigation to insurance, demographics, schedule, etc. Given that we are a high volume practice, this feature has made a significant positive impact. Also, the front desk staff can easily view the return visit and schedule through the Appointment Finder, shortening patient wait times at check out."

Mission Accomplished

"In addition to the amazing Modernizing Medicine solutions, we could not be more impressed with the drive and the integrity of the personnel behind the software. It is clear to us that their absolute mission is to build the best EMR system and PM software for the medical specialty market. Since the start of the alpha program, they have watched how we operate and have made our process better, faster and easier. They listen and they care," Bill Hyland shared.

"We know we have the best EMR system on the market and our early experience with modmed PM leads us to believe it will also be an industry game changer. At long last, we are so happy to have an integrated system. Our patients are better off for it and our staff and providers love it."

For more information please contact pminfo@modmed.com, 561-880-2998.

Please do not contact the practice directly.