

# Boca Raton Dermatology Improves Patient Experience and Increases Efficiency with modmed PM™



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*Howard A. Bueller, M.D., F.A.A.D.*

## Key Benefits of modmed PM:

- Integrates seamlessly with Modernizing Medicine’s Electronic Medical Assistant® (EMA™)
- Designed by industry experts for easy customization
- User-friendly interface helps increase efficiency
- Innovative appointment and front-desk features improve patient flow

## Background

Boca Raton Dermatology, located in southern Fla., made the decision to transition from their server-based practice management (PM) system to Modernizing Medicine’s cloud-based PM system, known as modmed PM.

“Given that we were an early adopter of EMA Dermatology®, we were approached by Modernizing Medicine to participate as an alpha tester for modmed PM, which was in the development stages. We excitedly agreed knowing that this change would help to develop our office technologically and we would benefit from having an all-in-one-solution with EMA Dermatology,” shared Dr. Howard Bueller, dermatologist and owner of Boca Raton Dermatology.

“modmed PM has proven to be far superior and modernized compared to our old PM system which

required an in-office server, was difficult to access from outside the office and was only functional using Windows. Just like EMA Dermatology, modmed PM is designed by experts who would actually use the system in their own practice. It is everything a PM system should be; the sequencing is logical and the screen views are easy to understand. Also, the integration with EMA Dermatology eliminates the need for a demographics data bridge,” said Dr. Bueller.

## Easily Customizable and User-Friendly

The staff at Boca Raton Dermatology appreciates that modmed PM is customizable to their practice, was easy to implement and is user friendly. Mary Chambers, Office Manager, explains, “We had the subject matter experts from Modernizing Medicine come to our office to work with me to customize the system to our preferences, such as specific appointment types we use. I set aside time to enter all of the data and once that was complete, modmed PM was easy to activate and we were able to start using it instantly. The support we received during the transition and continue to receive is immeasurable.”

“modmed PM is user friendly in that it’s easy to read and navigate. I like the process of scheduling a new patient by first finding the available appointment, then

collecting the patient information. Our previous system required us to enter demographics first and then make the appointment. This aggravated patients who provided all their information only to find that we did not have available appointment times to suit them,” shared Mary. “We also use the integrated insurance eligibility function frequently and find it extremely useful, especially for a new patient who may not know what their co-pay is or their remaining deductible.”

### **Enhanced Appointment Flow**

Boca Raton Dermatology finds the modmed PM “Appointment Flow” feature valuable as it displays the day’s appointments chronologically to aid in quicker patient flow.

Front Desk Manager, Natalia Marin, explains, “I love the Appointment Flow screen. It is the first thing I look at in the morning and it helps me visualize my day. I like that the appointments are listed in order along with their status and insurance information. I also

appreciate that Appointment Flow displays the patient photograph with their appointment details and reason for the visit. This helps me identify the patient by name at check in and begins the visit with a positive, good experience.”

The “Appointment Finder” feature also enhances the patient experience by decreasing wait time at check out by making it possible to book an appointment in less than a minute. “I use the Appointment Finder when checking out patients and also when booking our six month appointments. I’m able to select a future date to see all available appointment times.”

### **The Future with modmed PM**

“modmed PM is shaping up to be another outstanding part of Modernizing Medicine’s offerings,” said Dr. Bueller. “I anticipate that future releases will continue to improve workflow efficiency. It’s been a pleasure getting to be one of the first users of this impressive, one-of-a-kind PM system.”