

Advanced Vision Care Improves Patient Care and Saves Time by Switching to the EHR System, EMA™



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— NICOLE FRAM, MD

KEY BENEFITS

Saves time and improves patient care

Provides easy accessibility to patient information

Increases efficiency with automatic coding and detailed documentation capabilities

Simplifies MIPS compliance efforts to potentially earn incentives

FROM OUTDATED TO MODERNIZING MEDICINE

The physicians at Advanced Vision Care, located in Los Angeles, Calif., had been using an outdated electronic health record (EHR) system that inadequately kept up with the changes in technology and government regulations. Having experienced frequent system outages and unacceptable customer service, productivity would only decline unless a change was made. Dr. Nicole Fram, managing partner and ophthalmologist with expertise in premium cataract surgery, anterior segment reconstruction, refractive surgery and cornea and external disease at Advanced Vision Care, led the initiative to implement a new system. Her efforts, research, experience and devotion to managing the practice led the group to select EMA, the EHR system from Modernizing Medicine®.

Dr. Fram explained, "Our previous EHR vendor had very poor communication skills and the system had numerous outages resulting in loss of data. We felt our patient care and information were always at risk. There was no choice

to move on but it had to be a direction that would be progressive and would meet the physician and patient needs equally. I carefully looked at numerous programs and we eventually chose EMA as the long term solution for our practice. We heard good reviews about EMA from other colleagues, one being Dr. David Goldman who is an ophthalmologist who helped design the system, which instilled confidence that Modernizing Medicine would be a company we could trust. In addition, it is an ophthalmology-specific, cloud-based platform with a native iPad application allowing our data to be accessible from virtually anywhere with an internet connection."

Each of the providers at the practice responded to different aspects of EMA and they all saw it as an effective tool that would help improve clinical, financial and operational outcomes. Dr. Fram said, "The automatic billing codes and detailed ophthalmic content built into the system were key factors that stood out. Also, the ability to access patient records in an instant, from virtually anywhere, really sets EMA apart from other systems."

GENERATE THOROUGH DOCUMENTATION AND BILLING CODES

The built-in ophthalmic content within EMA enables the physicians at Advanced Vision Care to thoroughly document their patient information effortlessly while automatically generating detailed notes and billing codes.

Dr. Fram explained, “I am a better physician because of EMA in terms of improved communication with other doctors due to the thorough and detailed documentation it generates. My notes are legible, intelligent, customizable and easy to read. I utilize the Protocols functionality for one click documentation, minimizing data entry time, along with customizable sections where I can write additional notes to the referring physician. The relevant information is not overwhelming, making it easy to understand what the surgical and medical plan is for the patient.”

“Once my notes are finished, I’m proud of the final product whereas with our previous system, it was basically garbage in and garbage out. EMA also automatically generates billing codes and even suggests E&M versus eye codes, allowing me to choose the best fit. Now I have confidence that once my notes are finalized, they are going out into the world in a legible fashion. EMA enables me to do all these things I’ve dreamt of in an EHR system and I’m no longer spending hours dictating each night.”

STAY CONNECTED WITH YOUR PATIENTS

EMA’s cloud-based, mobile and touch technology provides Dr. Fram with accessibility to patient information from almost anywhere, allowing her to stay connected with her patients. EMA can also be accessed from multiple devices and by other users simultaneously, which helps with efficiency.

“It’s a different generation; patients and physicians want to feel connected with immediate attention and EMA is compatible for that need. The ease of accessibility to patient information is so important for providing better care and EMA’s universal platform allows us to do so. If I’m out with my family and I receive an emergency call I can instantly evaluate the chart,

testing and prescribe the appropriate medication to best attend to my patient’s needs. I can do all of this from my phone with Modernizing Medicine’s smartphone and Apple Watch app, PocketEMA™, while on the go. That really makes a difference in how I am practicing medicine,” Dr. Fram said.

NAVIGATE THE FUTURE

“We had concerns about the new requirements and regulations for value-based care and the transition to MIPS. EMA has a MIPS platform automation built into the system so we can track our scores along the way. I feel zero anxiety about MIPS now because EMA is so on top of it and has a plan in place. That’s what I love about Modernizing Medicine. They designed a system that will keep up with these changes so we don’t have to worry about it. I submitted a score of 93, which qualifies me for the exceptional performer bonus according to CMS guidelines,” said Dr. Fram. “We also invested in the MIPS advisory program, which provides us with a certified MIPS Advisor that helps with our reporting to ensure we do not receive a negative payment adjustment. I come from the philosophy that if I don’t have quality of life and if I can’t practice quality medicine, then I don’t want to do it. EMA enables me to stay focused on providing quality patient care while living my life.”

Dr. Fram also values the attentiveness and responsiveness of Modernizing Medicine’s team. “We suggested a change to EMA’s functionality and they implemented it within a few months. This company works with you and remains committed to caring for the clinicians, and our patients.”

To learn more about the products
Dr. Fram discussed, please request a demo at
www.modmed.com or call 561.235.7502

