

The Eye & Laser Center Streamlines Practice Operations and Improves Business Outcomes by using modmed[®] Ophthalmology



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— NOAH ENGLAND , PRACTICE ADMINISTRATOR

KEY BENEFITS

Ophthalmology-specific
all-in-one solution

Superior training
ensures a smooth
implementation

Dynamic reporting
capabilities track
practice performance

Ongoing support
aids in remaining
successful

THE RIGHT SOLUTION

After years of using paper, the leadership team at The Eye & Laser Center in Lancaster, S.C., decided to research electronic health records (EHR) systems. This six-provider team enlisted the help of Noah England, current Practice Administrator, to spearhead the electronic conversion project. Not only does Noah have over 20 years of experience working with EHR and practice management systems, he also helped start the first paperless medical practice in the nation. After reviewing 25 systems, the team unanimously decided to implement modmed Ophthalmology, Modernizing Medicine’s suite of solutions that includes the award-winning EHR system, EMA™, Practice Management (PM) and Analytics platform.

Noah said, “After an extensive review of multiple systems, we narrowed the vendors down to four and traveled to visit each company. The decision to choose modmed Ophthalmology was undivided. The physicians liked how intuitive and easy to use the native iPad application is and having a specialty-specific, all-in-one system was ideal. Ophthalmologists designed EMA because Modernizing Medicine® realizes that programmers do not use the software; the physicians do. That sets them apart from other companies and we value this important aspect.”

PRACTICE MAKES PERFECT

“We began training with the mindset that an EHR system is not an electronic version of a paper chart and we’d need to change the way we practice. Some people mistakenly think they can participate in a half day training, open with a full schedule the following day and then blame the EHR system if their efficiency goes down. Thorough training and a thought out implementation process are key,” said Noah. “What sets Modernizing Medicine apart is that their training is vastly superior to other training programs I’ve experienced. Their team asks “What works for you?” and listens rather than telling us we need to use EMA a certain way.”

“We set up a learning center at our office and required everyone to spend four hours over three weeks watching training videos, followed by onsite training by Modernizing Medicine’s educators. We created test scenarios in EMA and PM and offered friends and family free eye exams so the staff could practice. The easy-to-use system, knowledgeable trainers and the ability to walk through the visit gave the staff confidence,” explained Noah. “The first week of go live we reduced our schedules, but by the second week we returned to full patient volume and left the office by 5:30pm.”

OPTIMIZE PERFORMANCE

modmed Ophthalmology automates processes and provides insightful data on practice performance, allowing The Eye & Laser Center to improve efficiencies and monitor workflow.

“modmed Ophthalmology helped us to greatly improve efficiency, nearly eliminate paper and develop methods to track production and monitor flow,” Noah said. “We benchmark

our providers to MIPS’ standards, and view which testing and procedures we over or underutilize. For example, I can determine how many cataract surgeries our providers performed last month in 25 seconds versus manually searching paper charts or multiple systems to find that information. Also, calculating surgery referral commissions took days and now takes minutes. The Analytics platform gathers the data and presents it in a format that is digestible and easy to understand. The numbers are at my fingertips - no guesswork required.”

ONGOING SUPPORT SERVICES

“A great product is only as good as its support. Modernizing Medicine’s support team is very responsive and their ticketing tool is a vast improvement over those of other companies I’ve experienced. We have committed to modmed Ophthalmology and Modernizing Medicine continues to stay committed to supporting us,” said Noah.



To learn more about the products Noah England discussed, please request a demo at modmed.com or call 561.235.7502

