

Advanced Eye Care, SC Increases Revenue 26% and Saves Five Hours Per Week With the Innovative EHR system, EMA™



“We’re happy with the efficiency we’ve created with EMA. We used to see 650 patients a month on paper, and now we see over 900 a month with fewer providers and shorter hours. EMA has also been a contributing factor to the 26% increase in revenue we’ve experienced over the last five years”

— CHRISTINE SYKORA, PRACTICE ADMINISTRATOR

KEY BENEFITS EXPERIENCED

Saved time due to ease of use

Achieved office efficiency and improved workflow

Increased patient volume and revenue

Improved documentation with automated notes and billing codes

EMA WAS THE ANSWER

Advanced Eye Care, SC, located in New Lenox, Ill., offers a comprehensive solution for all eye-care needs, from kindergarten exams and annual routine eye-care to complex medical management and surgery. The practice, comprised of five providers, had been using paper charts that inhibited efficiency and made it difficult to prepare for upcoming government mandates. After years of researching electronic health record (EHR) systems, the group implemented EMA, the ophthalmology EHR system from Modernizing Medicine®, and has experienced significant benefits since.

In 2012, Practice Administrator Christine Sykora joined the practice and was tasked with finding the right EHR solution for the group. Christine shared, “The key driver for selecting a system was the need to increase efficiency, improve proper medical note documentation and easily generate reports for medical and marketing purposes.

With paper, all those initiatives were manually performed and extremely time consuming. Also, as ICD-10 approached, we specifically sought a vendor that had a solution in place versus someone that was outsourcing this component or still developing it.”

“We became familiar with EMA after seeing it at the American Academy of Ophthalmology (AAO) Annual Meeting, and it was clear that Modernizing Medicine was ahead of the curve in terms of innovation. EMA is easy to navigate, has a very attractive cloud-based platform and offers drawing capabilities, which our retina specialist values highly. We saw multiple systems that were ophthalmology-specific but still required template creation or drop-down menu selection, which was not something we wanted. Furthermore, as part of an Accountable Care Organization (ACO) we had the option of an initially funded EHR system of their choice. After we saw EMA, we decided to walk away from that offer.

Because EMA captured our ophthalmology needs so well and produced a detailed and organized note, we weren't willing to sacrifice success by going with our ACO's preferred vendor," said Christine.

"When it came time for implementation, Modernizing Medicine took the lead and set the expectations for how we would train. We participated in weekly remote training courses along with Q&A sessions, and that worked very well for our office. We initially reduced our patient volume and began entering each patient into EMA, then archived those paper charts. We operated at the reduced rate for two to three weeks and slowly started increasing patient volume until we were back to normal just six weeks after implementation."

IMPROVED WORK-LIFE BALANCE

Ophthalmologists designed EMA to intuitively adapt to each individual's style of practice and enable users to quickly tap their way through an exam via the native iPad application. Given the array of subspecialties in which the providers at Advanced Eye Care, SC specialize, including cornea, cataract and refractive, and retina, it is important that their EHR system adjust to their needs and not slow them down.

Dr. Timothy Kisla, a board-certified ophthalmologist specializing in cataract and cornea surgery at the practice, shared, "Since implementing EMA, I'm able to leave the office earlier and be home to have dinner with my family. With paper, I always had to be in the office because I never wanted to take charts home and risk a compliance issue. Now, I can easily check in with the office while I'm away, and I have the ability to review and finalize a note if needed. It's important to me to have that work-life balance. Also, my time with patients has not been negatively impacted, which a lot of physicians fear; instead, it has actually improved. I'm so comfortable with the system that I'm able to document while I'm talking with the patient, just like I did with paper, and finalize the note shortly after the patient leaves."

Christine added, "I recently performed a time study on Dr. Kisla and confirmed that it takes him two minutes or less to document a standard exam. EMA is that quick and easy to use. We have cut our clinical hours by five hours per week and we see about 300 more patients a month, which has aided in increasing our revenue by 26% over the last five years."

DOING RIGHT FOR THE DOCTORS AND THEIR PATIENTS

"Dr. Kisla's focus is to provide the best medical care for his patients, so it was important that an EHR system enhance patient engagement versus detract from it. With EMA, we can track patients for recall by generating a report that shows, for example, a list of glaucoma patients who need to be seen in four months, so we can follow up. That was impossible with paper," said Christine. "We also have a number of patients that use the patient portal as a tool to stay actively engaged with the physicians regarding their care."

"What we value most about Modernizing Medicine is the continuous innovation they instill in their products. If we submit an enhancement request, we have experienced that change or have seen some aspect of it implemented in the product. Modernizing Medicine actually listens to their clients and continues to better their products."



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

