

# Randall Dermatology Adds Efficiencies, Sees More Patients and Increases Revenue Using the Dermatology EHR, EMA™



*“With the extra time our providers save, we can add even more patients to the schedule. The Protocols feature is a favorite among our providers. It’s so quick! They can document a visit in about 30 seconds, and then they’re done.”*

— PAULA UBELHOR, INSURANCE AND BILLING MANAGER

## KEY BENEFITS EXPERIENCED

**Saved time  
resulting in seeing  
more patients**

**Improved office  
operations with  
automatic coding  
suggestions**

**Enhanced patient  
interaction with a  
native iPad EHR**

**Gained on-demand  
access to a  
community of users**

## MAKING THE SWITCH

With nine locations and nine providers, including a dermatologist and eight mid-level providers, Randall Dermatology has served the state of Indiana since 1989. The well-established practice features a full line of services, including various laser skin treatments, aesthetic skin care, Mohs surgery, and general dermatology for health, wellness and beauty.

For over a decade, Paula Ubelhor has served as the practice’s insurance and billing manager. The time came to make the transition to a new electronic health

record (EHR) system that would work seamlessly across multiple locations and could help aid in increasing revenue and improving patient interactions.

“Unhappy with the amount of time it took to document in our previous EHR system, we knew we needed to seek out a new solution. Our previous EHR required the cumbersome process of creating different templates for each provider. When we saw our first demo of EMA, we were truly blown away by the ease of documentation and dermatology-specific information already built in,” said Paula.

## MORE TIME EQUALS MORE PATIENTS

EMA's Protocols feature allows the practice's providers to create master visits for frequently encountered conditions. This gives them the ability to record patient, procedure, diagnosis and treatment information once, then effortlessly apply it to exams.

Paula noted, "With the extra time our providers save, we can add even more patients to the schedule. The Protocols feature is a favorite among our providers. It's so quick! They can document a visit in about 30 seconds, and then they're done."

"Additionally, with the Results Log feature, we no longer have to rummage through a huge binder or fear misplacing pathology reports. Since EMA has the information right there, we can quickly and easily track down and view reports on a daily basis."

## AN INCREASE IN REVENUE

EMA automatically suggests ICD-10, CPT and modifier codes based on the provider's actual notes and populates them onto the bill for review, eliminating guesswork and translation tools.

Paula said, "We have seen a significant increase in our overall revenue. We found that before starting with Modernizing Medicine, we were actually under-billing or weren't billing for certain visit codes at all. When we started documenting those same visits in EMA, we can code to the level of work that we are doing, giving us the ability to capture missed revenue."

## ENGAGING OUR PATIENTS

As a cloud- and touch-based native iPad application, EMA provides the staff at Randall Dermatology with an increased ability to really focus on patient care.

"The ability to use iPads with EMA helps our providers stay more engaged with the patients, and the patients are more engaged with the providers and their care," shared Paula. "Since documenting the visit is so quick, the staff can spend more face-to-face time truly seeing the patient and focusing on what the patient needs versus sitting behind a desk or screen documenting."

## PART OF A COMMUNITY THAT'S MODERNIZING MEDICINE

With Modernizing Medicine, Randall Dermatology has on-demand access to modmed Central™, an online knowledge base, and belongs to a community of active EMA users.

Paula said, "When I start my morning routine and I open up all my computer programs for the day, I bring up modmed Central first. I love it! I log in every morning, read what has been posted, look at any new updates and keep it open all day. If someone calls from the clinical side and needs help documenting, I can quickly reference resources in modmed Central. It's proven to be a great tool to interact with and learn from other practices."

"Modernizing Medicine has definitely lived up to their name and their reputation. They have cutting-edge technology, offer top-notch products and provide great customer service."



To learn more about the products  
Paula Ubelhor discussed, please request a demo  
at [www.modmed.com](http://www.modmed.com) or call 561.235.7301

