



Case Study

Delmar Family Medicine Delmar, NY

Allscripts MyWay

FAMILY MEDICINE PRACTICE TRANSFORMS PM/EHR INTO A PRODUCTIVITY CATALYST

Delmar Family Medicine had a PM/EHR system that wasn't meeting expectations. The vendor the practice was using at the time could not get automated clearinghouse to function properly, forcing Delmar to still rely on a manual billing process. But the problems went much further than that. "Our old vendor could not live up to what they promised, not only in the billing component, but in a lot of other areas such as the EHR and customer service," stated Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine. "The EKG did not integrate the way that it was supposed to, and there were severe problems with technical support and getting things resolved."

The practice knew they needed to make a change, and Allscripts MyWay seemed to be the fresh approach they were searching for. "What struck me about Allscripts MyWay was the ease of use, and the non-template-driven way that it works," related Dr. Forman. "The technology works in the same flow as the way that you see a patient." When combined with customer and technical support that Dr. Forman felt would be there when he needed it, the practice knew they had the right answer.

By taking advantage of Allscripts MyWay in a hosted environment, Delmar Family Medicine was able to gain access to the new system in a very limited timeframe. Dr. Forman felt that the training for his team was excellent and he discovered that the technology was very simple to get up and running.

CUSTOMIZED CARE

Once Allscripts MyWay was in place, Dr. Forman immediately saw that the system could be configured to maximize his time with patients. "The system is customized to what I do, how I see patients and how I like things," the doctor declared. "The non-templated approach is very helpful in that I can cover several chief complaints in one visit and not have to worry about jamming things in."

Through the adaptive learning functionality and intelligent navigation of Allscripts MyWay, Dr. Forman is able to deliver the best care possible to his patients. This is enhanced by drug interaction and allergy alerts, as well as a health maintenance module to assist in preventive care. With ePrescribing, patient services extend beyond the office, where patients have their prescriptions waiting for them at the pharmacy from the moment they leave Delmar Family Medicine. And through the inter-office messaging capability of the technology, the practice ensures seamless communication to address patient issues even when Dr. Forman is with another patient.



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*Dr. Peter Forman, Primary Care Physician
Delmar Family Medicine*

CUSTOMER PROFILE:

- > Family Medicine Practice
- > 1 Primary Care Physician
- > 1 Nurse
- > 1 Office Manager

ROI:

- > Intuitive, customized charting that helps build better patient care.
- > Time to prepare physician's notes cut from hours to minutes per day.
- > The ability to maintain staffing levels while increasing patient volumes.
- > Seamless electronic billing that improves claims management and revenue.

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Better communication and access to records comprise the cornerstone of EHR benefits that impress Dr. Forman the most. "As a solo practitioner, it's not like I can call the office and have somebody else do something. The ability to access all of my patient records at home means that I can stay fully engaged with my practice from anywhere," shared Dr. Forman.

STREAMLINED WORKFLOW

Allscripts MyWay empowers Dr. Peter Forman to work in a way that maximizes his time. "When I think Allscripts MyWay, I think ease of use and the ability to streamline my day," said Dr. Forman. "I'm done with my notes 15 minutes after my last patient leaves. This was a process that used to take up to an hour or two."

The more efficient processes that Allscripts MyWay enables are felt across Delmar Family Medicine's practice. The practice management functionality enables seamless patient scheduling with patient information integrated into all practice systems. "You're talking to someone who has two employees, and it (Allscripts MyWay) has allowed me to stay that way. I'm averaging 25-30 patients a day, and I haven't had to hire anybody to handle the increased workload."

IMPROVED BILLING

With Allscripts MyWay, Delmar Family Medicine gained the functionality to submit all bills electronically. The clinical and accounting sides of Delmar Family Medicine are now fully integrated and Dr. Forman cited this as one of the reasons that he believes that the pass rate for claims submittal has improved substantially. Another benefit is that the detailed screens of MyWay help Dr. Forman to ensure that charges for specific procedures can all be captured right at the point of care, resulting in the protection of critical revenue for his practice.

FINAL THOUGHTS

The offsite hosted environment of Allscripts MyWay delivers peace of mind to Delmar Family Medicine. "I know that having the data backed up in several different places definitely makes me much more comfortable, and I appreciate not having to do it myself," shared Dr. Forman.

But it is the intangible benefits of the system that can have some of the most robust impact, as demonstrated by Dr. Forman's final synopsis: "The system has allowed me to be more efficient, to see more patients in a day, and not cut into my personal time. As a solo practitioner, it has made my quality of life better."

Future plans for Delmar Family Medicine include the ability to access all lab results online through the Allscripts MyWay system.

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