



## CASE STUDY

### INTERNAL MEDICINE

**1 PROVIDER**  
**5 USERS**  
**1 LOCATION**



**“I would recommend Prime Clinical to anyone looking for a quality electronic health record and Practice Management solution”.**

**Beauty Swe, M.D.**



**For information about  
Prime Clinical Systems  
and Patient Chart Manager  
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**Beauty Swe, M.D. is an Internist who has a solo practice in Pasadena, CA. The clinic has a total of 5 users.**

In November of 2008 they selected On Staff Intellect (OSI) and Patient Chart Manager (PCM) . The features they found most beneficial when choosing Patient Chart Manager were the ability to customize their templates with the flexibility to use macros and pick-list's that could be customized for their notes.

An aggressive implementation schedule began in 12/2009 with the goal of being live and operational on both the practice management and EMR features in 90 days. Working closely together, this goal was accomplished with the practice going live on the practice management and EMR on February of 2009.

An initial challenge was converting existing paper charts to PCM and the overall learning curve of the staff in general. However, once this was accomplished they have been able to increase their efficiency as a clinic providing better patient care and accountability. They were able to offer much more accessibility for their patients using an online patient portal service which many of their patients found to be an enjoyable feature.

They also found that having remote access as a feature was very beneficial and the PCM support staff provided amazing service and customer driven satisfaction.

After receiving their meaningful use stimulus reimbursement Beauty Swe is very satisfied with using On Staff Intellect (OSI) and Patient Chart Manager (PCM). **“I would recommend Prime Clinical to anyone looking for a quality electronic health record and Practice Management solution”.** Beauty Swe, M.D.