



## CASE STUDY

**Dr. Michael Catapano is a solo provider practice based in Sacramento, CA, with 5 users and 1 location, specializing in internal medicine.**

“We have been with Prime Clinical Systems since 1999. We started out with Onstaff Unix and last year (2011) upgraded to Intellect. There are a lot of features on Intellect that were not available on Unix that helps make my job easier. We had to transition quickly due to our old Unix server crashing, and everyone was very helpful during that stressful time. Hardware kept us afloat until we could make the switch, and the training team moved us up to priority and gave us a crash course so we could get started.

Last fall (2011) we also began using Patient Chart Manager (PCM). We reviewed a few different programs, but settled on PCM feeling that it would be easier for us since we had been with Prime Clinical since 1999 and were already using OnStaff. It is easier having the two programs work together with the demographics. We found it best for our office to implement the tasks little-by-little so it was not too overwhelming for everyone.

We scanned the charts in order of the patients coming in. When we were down to a few charts left, we just scanned the rest of them. We only did our current patient load. It was time consuming as we used quite a few dividers in order to make it easier to find our documents later. We were blessed with help breaking down the charts during that time period.

Dr. Catapano is much more comfortable with working on the computer now. It was a big transition for him, but he now sees the benefits in having everything in the computer. There are still times of frustration when something isn't working right, but they have become few and far between.

We still have things to learn and implement into our daily use, but overall we are adjusting fine.

Prime Clinical's support team and trainers have been very helpful with answering our questions, spending more time in training us, and coming to our aid when we have had a crisis. If we have needed further training, the staff has been very helpful to accommodate our needs. We understand the extra load that has been put on the support team with all of the changes, and at times it may take extra time for someone to get back to us. The support team for both Onstaff and PCM make every effort to help us resolve our issues, or head us in the right direction if it is not related to their program. It is also nice to be able to give suggestions and have the Programmers implement them into the program.”

## INTERNAL MEDICINE

**1 PROVIDER  
5 USERS  
1 LOCATION**



“Thank you Support Team, Trainers, and Hardware crew for all of your help over the years. Also, thank you to the team behind the scenes. It is very much appreciated.”

**For information about  
Prime Clinical Systems  
and Patient Chart Manager  
Contact  
877-444-1156  
or [info@primeclinical.com](mailto:info@primeclinical.com)**



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**“Looking back over this past year, we have made significant achievements, including:**

- An easier work flow with easy access to the medical record by more than one staff member at a time
- I have found PCM especially helpful in billing. When I cannot read the note the doctor puts on the Superbill, I can switch from On-Staff to PCM and find the report and get my answer quickly. It has saved me a lot of time.
- It helps the Referral Coordinator with getting all of the documentation together, filling out our EHR referral form, and e-faxing everything to the Specialist all from PCM.
- Keeping a record of current medications in one place that is easy to see without having to go through the patient’s record to look at the last physical. This is very helpful and needed to be done a long time ago but was more difficult with the paper charts.
- Also keeping a separate log of all of the refills. It is nice to have it all in one place.
- We now give out more educational material as we have downloaded many documents to PCM to make it easier to give the patients at the time of service. (Even though this is a Meaningful Use Measure, it has been very helpful in supplying patients with needed information.)
- We can download the patient’s record onto a CD for easier mailing to a new PCP, in response to a Subpoena, or at the request of the patient. This is much quicker than copying a chart.

**Additional benefits we really appreciate are:**

- Meaningful Use Table is very helpful to keep on track
- HL7 interface for our labs
- E-faxing directly to PCM makes it easier to file and for the doctor to sign
- Patient allergies are in plain view
- Having a picture of the patient on the record. It makes it nice for those of us who don’t work closely with the patients to know who they are
- Easier to find reports as we have more “tabs” than we did with the paper chart, and we have more specific document types under each tab.

One other challenge would be Meaningful Use. PCM has made it easy to achieve this goal, but the purpose of Meaningful Use in itself has added the need for more help in our small office, and the feeling of not being free to practice medicine. This area has become a big challenge but not because of PCM.

We attested at the beginning of August, 2012 and we passed the first time! I have to say a lot of this was due to how PCM is set up to make getting the numbers easier and to keep track of where we are falling short. In addition to the training, the Meaningful use classes were very beneficial in answering questions and making me feel more confident that we were ready. We began our attesting period after 8 months of PCM use. I think it was a good decision all the way around to wait until 2012 to attest as we handled it well.”

Tracilyn, Office Manager

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