



CASE STUDY

The Hand & Wrist Center (HWC), located in Long Beach, CA, is a 3 provider group (two Physicians and one Occupational Therapist) with a total of 12 users. They specialize in Hand surgery and Occupational Therapy.

HWC purchased Patient Chart Manager (PCM) in 2005 and faced some challenges as a relatively early EMR adopter. When they implemented the EMR in 2005, the technology was relatively new in their community, so there was a lack of community (other Physician offices) knowledge on how to properly maximize implementation of the system. Additionally, at that time, the prior administrative personnel did not have the IT background to maximize internal training and management of the staff and workflow interfacing with the program.

Since implementing the software, the practice has enjoyed the convenience of remote accessibility, especially the ability to access charts from the convenience of home, the surgery center, or other remote locations. They feel the diminished need for paper charts and “no more missing charts” is the best selling point of the EMR.

The practice is using an outside billing service. They are currently implementing OnStaff Intellect to enhance the practice management component of the system, which will then share information and communicate with Patient Chart Manager.

Having viewed several other EMR systems, HWC finds Patient Chart Manager to be the most user-friendly and relatively easy system to customize to their needs. Although they have had PCM for 7 years, they realize that they have not maximized all of the features in PCM. They continuously make it their goal to implement one “never-before used” feature as they discover it through training and/or when they attend the annual user meetings. By taking this approach, they continuously discover that even by just incorporating that one “newly discovered feature,” it takes their staff to a whole new level of EMR-user sophistication.

HAND SURGERY and OCCUPATIONAL THERAPY

3 Providers
12 Users
1 Location

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According to Amanda Merino, Administrator, the PCM features that are especially beneficial to them are:

- The Patient Photo - “Who doesn’t love this feature? This is a great (easy and quick) way to confirm patient identity every time patients come into the office.”
- The Dashboard Display (Patient Data Panes) - “I personally like PCM’s main page/display layout. It is visually nice to have all of the patient file tabs, allergies, diagnoses, procedures and medication lists on the main page. There is virtually no need to fish for information.”
- The Task Manager- “is a great internal ‘to do list’ - and it is also marvelous how this ‘to do list’ can open and archive the actual task/notes in the corresponding charts.”
- Compatibility with DICOM and Dragon® dictation- “I think that these two features are our patients’ most common ‘wow-factors’. It simply amazes patients to see real-time x-rays being taken in the office and see how these images can be instantly captured and uploaded into their chart. Additionally, it ‘wows’ patients to see the Physicians dictate real-time into their chart documents.”

The Physicians are now working on completing the requirements for Meaningful Use and plan to file their attestation in September 2012.

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