



CASE STUDY

Dr. Gretchen Graves is a solo provider practice based in Pittsburg CA, specializing in pediatrics.

*"It took a long time to customize the various components of the system. It was worth it. I started in 2007 with using Onstaff first. At that time we were using another EHR-Billing software with a support team in Kentucky. Our old patient files were transferred (about 4000!). I was committed to learning the system because of the various repetitive forms and duties we had to complete throughout a busy day in spite of our old EHR system! We were **handwriting** our Child Health and Disability Program (CHDP) claim forms. This reduced the number of patient visits we could handle daily. Our filing and copy functions were not current. Our efficiency has improved dramatically and our patient schedule has increased.*

Because I have a solo practice, I have had close contact with our trainer and all the technical support staff. Without them I would not have progressed with the customizations. The immunization log, scheduling and form generators are outstanding. The chart layout is easy to follow. The built-in fax and printing are very powerful. I passed two of the most difficult health plan chart reviews and am now certified for 3 years with CHDP and the Vaccines for Children Programs partly because of the records we were able to generate with Patient Chart Manager.

I attested for meaningful use as a pediatric MediCal provider and received my payment in July of 2012!

The prescription feature still needs some tuning (especially favorite prescriptions need to be re-entered each time there are software updates.) However, converting to electronic prescriptions overall has Improved documentation of medications and streamlined our medication refill policy.

I selected Prime Clinical because of their location in Northern California (same time zone a must for emergency technical support!) It is a plus having the server and program in my office. Internet connection and speed is not required 100% of the time. My experience with internet has been love-hate. Nothing is worse than having your office records down because of the internet."

PEDIATRICS

**1 PROVIDER
1 LOCATION**



Gretchen Graves, M.D.

"The most important thing is that the support staff is always knowledgeable, sympathetic and helpful. PCM EHR is not a static object, but can be molded to fit your daily needs. It can be as sophisticated as you require it to be."

GRETCHEN GRAVES, M.D.

**For information about
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and Patient Chart Manager
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