The Situation: A Pattern of Disappointment

Colorado River Pediatrics is a bustling practice located in Fort Mohave, AZ, with approximately 7,500 patients. This year, Dr. Alan Barton was designated as one of only 28 health professionals in the USA as a “Health IT Fellow” by the Office of the National Coordinator.

Over the past few years, the practice has gone through a tedious process of selecting several different EHR systems, only to be disappointed by each. It was tiring to put time and effort into a system to be let down over and over again.

Dr. Barton was managing the practice on a system run by a company that decided to “reinvent itself” and re-sell the system as a whole new program. As someone looking for performance and stability, Dr. Barton didn’t like the idea of being a beta user on that new system, especially since it was being offered at the same price point. The practice switched to another program that was soon bought out, and while they considered staying, they received no answers to their questions about the company’s data conversion capabilities.

Determined not to become a victim of industry mergers and acquisitions, Dr. Barton began the search for a stable, fully integrated system in which all systems would communicate with one another and run off a single database.

The Solution: Certified and Integrated System found in IMS

As Dr. Barton set out on his search, he knew that integration between the EHR and Practice Management components was crucial, particularly to streamline the often tedious billing processes. He soon realized that many of the systems specialized for pediatrics were expensive, so price became a factor in the search as well.

As Dr. Barton compiled his list of systems to further research, he narrowed it down by only including companies that he knew were actively working to maintain critical industry
certifications. This shortened the list significantly and Dr. Barton was then able to determine which one offered the best integration and most importantly, data conversion. Dr. Barton found everything that he was looking for in IMS.

**Benefits experienced:**
- Improved billing by 5%
- Increased revenue by 5%
- Provided families with e-Rx convenience
- Integrated workflow
- Enhanced face-time with patients
- Earned Meaningful Use incentives

**The Outcome: Improved Patient Experience Through Customization**

Once Colorado River Pediatrics decided that IMS was the right fit for them, they participated in a number of online training sessions for almost three months before they went live. Meditab Partner, MediPro supported the practice along the way and recommended that they do the data conversion and go live all at once.

“We were very happy with how the transition process went overall,” said Dr. Barton. “We participated in preliminary training about once a week for a few weeks just to get used to the system and play with it to figure out how to best adjust it for our needs. The data conversion was done over a weekend, so it really wasn’t that disruptive, which I appreciated. Even

![Specialized EHR templates available for common pediatric conditions made it easy for Dr. Barton and his team to start documenting electronically without losing the ability to customize their notes.](image-url)

![Tools for specialized reporting I programs including CHDP are integrated into the IMS Pediatrics program to make it easy to track required patient data.](image-url)
though my staff experienced some frustration at first, as with any change, none of them would ever go back to our old system now.”

Running on IMS since 2009, Dr. Barton knows that his team is now able to do a much better job of tracking referrals, as they can see each step of the process - if it was sent out, if the patient went to the appointment, and if the doctor sent a note back. They love being able to see all the details, as with previous systems, they didn’t have computerized tracking, making it easy for things to slip through the cracks. The staff can e-fax the referral directly from the EHR and attach all the patient’s labs and medical notes straight to the specialist. They like how streamlined that makes the referral process – there’s no printing and then faxing required.

Dr. Barton also notes that there is much more capability with data mining and querying in IMS than any other system he has used. The staff members responsible for billing and scheduling say they can easily run any financial report they might need and analyze patient flow, making it easy to adjust where necessary.

**Effective Functionality**

Dr. Barton appreciates the customizability that IMS provides his practice. He has taken advantage of the options within IMS to customize and streamline the well-child checks for each age, making patient visits much more tailored to the individual. “I took the long list of templates and made them

Integrated Authorization & Referral Tracking tools enable Dr. Barton’s staff to see every step of the referral process in one location.

Immunization tracking tools display a complete shot history and show upcoming immunizations on a single screen.
age and sex-specific, for example questions that are just relevant for girls, I took out of the list for boys. We’re also supposed to talk to our patients about certain safety and preventative measures and there’s a list of about 50 items that I’m able to plug those right into the note. I like that it helps me stay focused and thorough and really saves me a lot of time in the exam room.”

Other customization included adding patient instructions for various procedures and adding relevant linking throughout the templates. The links allow Dr. Barton to pop up a short list of prescriptions to choose from based on the diagnosis. One thing that Dr. Barton never liked was having his face buried in a computer while he was with patients, so he started bringing a scribe into every encounter. The face-to-face interactions are much more personal and Dr. Barton finds that he can add 2-3 more visits a day by using a scribe. Creating this unique workflow has allowed for Dr. Barton to truly be able to focus on and interact with his patients, particularly important when dealing with children who may be afraid during their visit.

“We use the alerts in the system a lot, especially to personalize each interaction,” noted Dr. Barton. “For example, I can make a note to remind myself that next time I need to give this patient a vaccine they skipped or ask how their grandmother is doing. It’s also easy to catch things that might have been missed and take care of them on the spot…if the alert says to check a patient’s iron level, the nurse can do that right away, before I even enter the room.”

Another functionality that Dr. Barton appreciates is that the data from the EKGs and spirometry conducted in-office is entered directly into the system. This makes the process a much more efficient workflow and enables him and his staff to focus their time on their patients rather than on data collection.

The patients and parents of Colorado River Pediatrics have expressed how much they like the e-prescribing ability and the fact that they only have to make one trip to the pharmacy to pick up a prescription. Additionally, the growth charts are more visually appealing than anything the practice has had in the past and they like to be able to hand those to the patients, leaving them with something concrete to take home.
Case Study: Colorado River Pediatrics

Meaningful Use Dashboards let physicians track which measures are being met and which areas need improvement to meet attestation requirements.

Convenient financial and performance dashboards give providers at-a-glance access to all the data necessary to optimize practice performance.

Successfully Attesting to Meaningful Use
As a Health IT Fellow, Meaningful Use is of particular importance to Dr. Barton. According to the ONC, all of the fellows “will help promote and focus attention on stories, tools, and technical assistance that can be used in providers’ offices nationwide.” While one of the goals for the fellows is to have them “work with the local and national community to promote open and productive dialogue” around health IT, the fellows are also “of, by, and for the practices,” and will “continue to provide insight” into improving Meaningful Use.

The staff at Colorado River Pediatrics found IMS very useful throughout the process of attesting to Meaningful Use. “When we were preparing to submit for the incentive, my staff just went to the dashboard in IMS and pulled up all of our goals and criteria and could see right away what was missing, for example preferred language or smoking status for each patient.” The staff regularly goes through the dashboard to monitor which areas need more attention and how to adapt the workflow to make those changes, ensuring that everything is being properly documented. Because of this thoroughness, Colorado River Pediatrics has received its first incentive payment from the Meaningful Use program and looks forward to working towards the next one.

About Meditab
Established in 1998, Meditab Software Inc., developers of IMS (Intelligent Medical Software), offers clinical automation systems that maximize productivity, advance patient care, manage utilization, and reduce costs. Meditab develops and supports a multi-award-winning, multicertified Electronic Health Records (EHR) system that combines clinical charting, e-prescribing, population management, decision support, practice analytics, document imaging and much more, on a single database platform. The company takes tremendous pride in providing comprehensive, user-friendly, and affordable solutions for each practice’s unique needs.

Time tested and proven, IMS generates tangible returns for medical practices of all sizes. Headquartered in Oakland, California, with offices across the globe, Meditab supports hundreds-of-thousands of users nationwide.

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