



CASE STUDY:

Gastroenterology practice captures EMR advantage from day one

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*Raza Hamdani, M.D.
Advanced GI*

ORGANIZATION

A gastroenterology practice based in Yorkville, Illinois.

OBJECTIVE

Coordinate with area hospitals, streamline clinical workflow, generally improve capture of and access to patient medical data.

SOLUTION

Implement MicroMD® EMR — along with MicroMD PM for practice management — from Henry Schein.

RESULTS

Fast, reliable access to all notes, procedures, test results, and other patient data; efficient management and tracking for procedures and orders; rapid, detailed patient histories and encounter capture with no transcription necessary; active, comprehensive follow-through to minimize missed procedures and follow-up appointments.

With an extensive background working in acute care, teaching and research environments, Dr. Raza Hamdani brought a high degree of familiarity with medical software and automation to AdvancedGI, the gastroenterology practice he recently founded in Yorkville, Illinois.

Dr. Hamdani has helped establish and direct programs related to liver transplantation at Loyola University Medical Center in Chicago; Southern New Jersey Regional Transplantation Center, and the University of Medicine and Dentistry of New Jersey. Early in the planning, Dr. Hamdani knew AdvancedGI would be paperless from day one.

Objective

“From a gastroenterology perspective, there were a lot of reasons why we wanted to go with an EMR [electronic medical record],” says Dr. Hamdani. “Effectively coordinating the care we deliver was important. We also wanted to be able to streamline ordering, tracking patient information, and other internal processes.”

Solution

Dr. Hamdani learned about MicroMD EMR through the practice consultants he was working with. On the strength of that recommendation, his additional research, and a positive experience working with Henry Schein for medical supplies, Dr. Hamdani selected the MicroMD PM system for practice management and MicroMD EMR, an integrated solution from Henry Schein Medical Systems. “It was a very easy decision to make,” he says.



"Having MicroMD EMR is a tremendous time saver even if you just consider the benefit of always knowing exactly where to find any piece of information."

*Rebecca Herlien
Office Manager
Advanced GI*

MicroMD EMR was in place when AdvancedGI opened in January 2008.

As Dr. Hamdani expected, continuity of care with MicroMD EMR has been a strong point. "We're very efficient at getting information from the hospitals into the patient chart," he explains. "If other physicians call and need anything, we have it at the click of a button. We can retrieve any clinical data element we need without going through several people to find one particular record or office note.

"The paperless clinical workflow has been effective in other ways, such as ordering and managing CT scans, x-rays, ultrasounds, colonoscopies, and EGDs. "With the tests and procedures we order, we don't risk confusion at the hospital or generate incoming phone calls requesting clarification," says Rebecca Herlien, the office manager at AdvancedGI. "On the first day, I called to verify everything was acceptable with our orders. They said 'Absolutely.' The hospital had everything they needed."

E-prescribing is highly effective, too. "Everything is much easier," says Herlien, "from ordering to tracking patients' meds to managing refills to communicating with the pharmacies." And Dr. Hamdani uses MicroMD EMR to get a fuller picture of his patients' histories; medications prescribed by area physicians who also participate in the Pharmacy Health Information Exchange™ are visible in the system.

Result

"Overall, the system helps us stay organized," says Herlien. "Requests stay on a certain list until they're scheduled, and Dr. Hamdani sees the results as soon as received. All of our activities are well-structured: If it's not in the

system, it hasn't been ordered. And if there are no results in the system, the hospital hasn't sent them yet."

Patient intake and documentation remains a smooth process. "When taking surgical, medical, and family histories or capturing encounters, the system is highly detailed," says Hamdani. "We just click and type, and it's done when the visit is done. So there's no need for transcription. We're very pleased.

Herlien takes Dr. Hamdani's charge capture directly into MicroMD PM to do the billing. "It saves opening another program, copying the information and entering it again," she explains. "Without that cohesiveness between the systems, it would be very tedious."

MicroMD EMR has clinical impact, too. "Using the system, we maintain active, reliable follow-through to reduce missed procedures and minimize missed follow-up appointments," says Hamdani. "That's good for us and our patients."

At her previous practice, Herlien worked with a combination of paper and an EMR. "Compared to that, having MicroMD EMR is a tremendous time saver even if you just consider the benefit of always knowing exactly where to find any piece of information."

Dr. Hamdani is trying to work with area hospitals to encourage them to transmit results directly to him and his area colleagues. "As we learn more about MicroMD EMR's features and develop its capabilities, our operation is becoming more and more fluid. We're looking forward to expanding our use of the system."



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