



CASE STUDY:

Solo family practice goes paperless with MicroMD® EMR

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*Michael T. Ciletti, MD
Family Practitioner*

ORGANIZATION

Dr. Michael T. Ciletti, a solo family practitioner in Niles, Ohio.

OBJECTIVE

Streamline collection of and improve access to patient data by going paperless with an electronic medical record system.

SOLUTION

Implement MicroMD EMR from Henry Schein Medical Systems, selected for its ease of use and excellent customer support.

RESULTS

Five additional patient visits daily; return on investment in 18 months; streamlined prescriptions; expedited lab results; shared access to all patient data.

Dr. Michael T. Ciletti's first attempt to implement an electronic medical record (EMR) system in 1996 proved a disappointment. "We had to scan every paper form we used into the system. So it turned out to essentially double the amount of work," he says. "[It] was actually more of a data repository than a true EMR."

Vendor support was sparse, according to Maria V. Ciletti, RN, Dr. Ciletti's sister and practice administrator, and "it just never worked."

Objective

When his transcriptionist retired in 2000, Dr. Ciletti turned to speech recognition software for dictation. Indeed, it effectively eliminated delays in capturing the doctor's notes. But the Cilettis saw greater potential.

"I wanted to bring all patient information collection and access together in an overall paperless solution," says Dr. Ciletti. "I hoped to replace paper charts with a true electronic medical record."

Solution

"You'd need an IT degree to run some EMRs," says Dr. Ciletti, recalling their evaluation of three systems. "We needed something that would easily integrate with our practice management software." Dr. Ciletti and



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Practice Administrator
Michael T. Ciletti, MD*

his staff focused their search on easy-to-use applications with strong customer support.

"When we went through the demonstration of MicroMD EMR, we found it intuitive and straightforward," explains Dr. Ciletti. "We also had confidence that integration with practice management would not be a problem."

On the question of service, the practice was also confident. "We had used MicroMD PM for practice management since 1995," says Maria Ciletti. "We enjoyed excellent software support and established trust with the company."

In April 2007, Dr. Ciletti chose MicroMD EMR from Henry Schein Medical Systems. The system was deployed on a network of seven workstations and a tablet PC, which Dr. Ciletti uses during patient consults.

With MicroMD EMR, data is centralized, organized and accessible to all users—whenever they need it. "Before, if I happened to be looking for information in a particular patient's chart and the practice administrator needed the same chart for billing, she had to wait," says Dr. Ciletti. "That's no longer a problem."

MicroMD EMR also improved the practice's handling of prescriptions. Rather than taking a message when patients call with refill requests, the receptionist now enters the request in the EMR. The system then creates a refill form

for Dr. Ciletti. In between patient appointments, Dr. Ciletti can check his inbox and sign off electronically. And should Dr. Ciletti have any questions about the refill, he can refer to the patient's full medical record, which is immediately accessible.

Similarly, MicroMD EMR streamlined lab results management. The system receives results through a direct interface with Dr. Ciletti's diagnostic lab. Turnaround time is faster, and the labs cannot be misplaced. MicroMD EMR can also flag only abnormal results. Rather than wading through up to 30 test results every morning, Dr. Ciletti can selectively review only the test results that need immediate attention.

Result

With MicroMD EMR, Dr. Ciletti can now schedule an average of five additional patients per day. With the resulting revenues, his practice projected a positive return on investment within 18 months.

"Sooner or later, whether by government mandate or to meet the requirements of large private payers, all physicians are going to have to adopt EMRs," said Maria Ciletti. "It's inevitable. So, in my opinion, it makes good sense to get out ahead of that and to implement an EMR on your own terms."



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