



PODCAST

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The future of the physician's office



KEITH SLATER, General Manager and Vice President, Henry Schein Medical Systems, Inc., gives advice on choosing an effective EMR



Future Healthcare How is the topic of the economic stimulus driving decisions in the Henry Schein business?

KEITH SLATER At Henry Schein we are keeping apprised of the government's ARRA and HITECH Acts. They have created a sense of urgency with physician providers to not pass up the free stimulus money associated with the Medicare and Medicaid incentives to adopt Electronic Medical Records (EMR) systems. Where we spend most of our time is in the education of the provider community, and we do that through the forum of Henry Schein-sponsored economic stimulus webinars, as well as regional and local meetings that we've conducted with customers and prospects to educate them on the government acts and the ability for them to obtain this money.

FH Why should physicians prepare now to acquire a certified EMR?

KS There are a high number of physicians that have not adopted any EMR to date, so selecting an EMR (we believe) impacts everyone in the medical practice, not just the physicians. Practices' management teams and their employees should probably outline what the pain points are within the physician office related to patient workflow, paper volume, any clinical reporting requirements, inefficient manual processes that they may have or improvements they would like to make within their coding and billing. These items should be front and center when they're reviewing the functionality of EMR systems as they meet with vendors to choose one. Selecting a system like this can be a time-consuming process, but I think it really is made easier when working with a vendor like Henry Schein Medical Systems.

Our brand name product is MicroMD, and between our practice management and EMR products, we have maintained a certified EMR under the CCHIT requirements, and will continue to keep our EMR updated for the stimulus money that will be available in 2011, as "meaningful use" is publicized.

FH What should physicians not overlook in their search?

KS Choosing the software that you like is really only one as-



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pect to migrating to an EMR. There are some other things that might be obvious (and easily) overlooked. Some of these things include: updating a client's network requirements. Will they need wireless technology in their practice as a choice to introduce an EMR? With that decision, will they use wireless laptop computers or wired desktop computers in the practice? Will they put computers in the exam rooms? Some exam rooms might not be currently wired for computer activity. Other things like medical devices enable you to buy digital medical equipment that captures vital signs or to perform EKGs. Henry Schein has a supply division that sells these products but they also integrate into the EMR. These things might be overlooked if the practice isn't budgeting time and effort to move to these new devices. And last, but not least, how will the employees within the practice see their job change when you introduce an EMR into the medical practice? For instance, a transcriber who might do free text typing today might become a reviewer of the data that a physician enters into the EMR. They might be more of a spell checker or an editor for the physician's work. A file clerk might

actually become more of a scanning personnel, where instead of filing paper they are scanning it into the EMR to make it available electronically. These are a variety of different facets that fall outside just the software selection, and we would hope that practices work with us to incorporate those into their decisions.

FH Why is a single-vendor solution ideal?

KS Working with a single vendor that offers both a practice management solution and an EMR solution is really the best answer, for what I would call a turnkey solution. Products like Henry Schein Medical Systems provides are typically designed and tested together in order to offer this turnkey solution for our customers. There are customers who might buy more of a "best of breed" brand-name product. If they choose a practice management system and an EMR system from two different vendors, the practice has a more long-term effort to continually test software releases that comes from either one of these vendors, because the vendors don't divide and test their software together with their competitors. It's up to the practice to have the burden of installing new releases

and making sure that nothing breaks or nothing is disrupted between the two software programs. They may be challenged with this, because in a small- or medium-sized practice they might not have on-site information technology (IT) personnel that are available to them to plan some of these activities and accomplish some of these things for the organization.

FH Why should a customer choose Henry Schein over the multiple competitors out there?

KS Here at Henry Schein Medical Systems we have 25 years experience specifically dealing with the physician-office environment through our core practice-management system offering. We have leveraged that experience on practice management and added the EMR experience and product to our portfolio several years ago. This dual solution offers both competitive features that can be personalized to meet the workflow needs of many of the practices and specialties that we sell to, but we believe it also creates ownership and accountability within Henry Schein so you can call us to get service or support on either your financial or clinical products. **FH**



KEITH SLATER joined Henry Schein Medical Systems as Vice President, General Manager in early 2009 and is responsible for general management of the company, including customer care, support, training and product implementation. Mr. Slater joined the company with nearly 25 years of experience in the healthcare technology field. Most recently, he served as the vice president, physician software services for MED3000, where he led development teams that delivered services to customers such as implementation and training, database administration, custom reporting and data warehousing. Prior to MED3000, he spent 11 years with Misy's Healthcare Systems serving in various senior-level positions.



Ambulatory EHR



INTEGRATED SOLUTIONS FOR IMPROVED PROVIDER PERFORMANCE

For more than 25 years, Henry Schein Medical Systems has helped healthcare providers deliver the highest quality care and meet their business goals. From electronic medical records and practice management software to specialty-specific programming, such as device integration and reporting for Community Health Centers, the MicroMD family of software solutions will help you achieve your practice management goals. Whether your focus is on efficient and effective patient care, improved financial performance or streamlining processes, trust MicroMD practice software to deliver superior performance and value.

