

**EHR**  
**One Clinic's**  
**Long and Winding Road**  
**To Meaningful Use**

Presented by Lynn Myers MD



**Medical**  
**Edge**

# Taking the Plunge

- **Back in 1998...**
- **The choices were few**
- **Sheep to the slaughter**

# The Big Blunder

- **Cold Feet**
- **Unmasking of relational issues**
- **Lack of Leadership within clinic**
- **Insufficient training by vendor**
- **No lab interface**
- **Still lots of paper**
- **Continuity of Care issues**

## **What did We Learn?**

- **Consider the impact of change in the clinic culture**
- **Ask more questions**
- **See a system in use by same-specialty users**
- **Consensus is important among the providers**
- **We needed a Physician Champion**
- **We needed a lab interface**
- **We needed a PLAN!**

## **Beginning Again**

- **2002**
- **Attended EMR vendor trade shows**
- **Vendors came to the office for demo**
- **Spent time with demo application on our own time**
- **Had another demo**
- **Spent more time with the application**
- **Went to see the system in action; a beta site**
- **Made the decision as a group**

## **Taking the Plunge Again, but Making it Work**

- **Staggered implementation allowed one on one time with trainers and lessened overall impact on patient visits**
- **Started with basic visit documentation; no bells and whistles, progressed in stages**
- **Learned from each other**
- **Developed a Physician Champion/super-user that could make user-related changes without calling the trainers, manage updates, institute next-level usage to optimize potential of system**

# Going “Paperless”...Points to Ponder

- **Lab results**
- **Incoming faxes**
- **Consultant letters**
- **Patient messages & refill requests**
- **Forms for referrals, labs, radiology orders and ancillary services**
- **EKG and spirometry reports**
- **Prescriptions**
- **Paper charts**

# When Choosing an EHR Vendor

- **Service & Support is key**
- **Comprehensive, robust solution**
- **Full Integration of systems; i.e., labs, Practice Management Systems, Billing, etc.**
- **Customization Capabilities**
- **E-prescribing**
- **Certified EHR Product**

## **The Road to Today**

- **Current position as EHR Division Head; Medical Edge Healthcare Group**
- **Evaluated over 20 EHR systems, chose Allscripts because of their quality product and professional service and support**
- **Educated and Implemented 120+ providers on the Allscripts Professional EHR solution**
- **We chose to become a VAR (value added reseller) of the Allscripts Professional EHR system, to supplement the services provided by Allscripts to our physician partners**