

Case Study

Increasing Productivity

Riverside Obstetrics and Gynecology, a family-owned medical practice in Pasco, Wash., has been using Noteworthy's **NetPracticeEHRweb™** for more than five years. A solo medical practitioner with an extremely busy practice, Tomas Hernandez, M.D., recognized that using an electronic health records (EHR) system would give him an advantage over the traditional paper method of documenting patient care.

"We purchased NetPracticeEHRweb to help manage our patient records," explained Mario Garriga, administrator at the clinic. "The other product we considered at that time did not have the features that NetPracticeEHRweb does. **Noteworthy brought the community to our doorstep. We didn't have to do anything—it was completely set up.**"

To facilitate the clinic's record keeping and EHR transition, Noteworthy developed a set of pre-natal forms specifically tailored for OB/GYNs. Now, more than five years later, Dr. Hernandez and his staff have found **NetPracticeEHRweb indispensable in running the practice.** All Riverside providers and staff use NetPracticeEHRweb—from the receptionist to Dr. Hernandez, as well as the clinic nurse, business manager, nurse practitioner and back office staff.

Riverside found electronic messaging to be one of the most useful features of NetPracticeEHRweb. Rather than tracking down the doctor or staff to exchange information and ask questions during the workday, the clinic uses NetPracticeEHRweb's messaging system, **saving time and improving communication for everyone.** When a patient calls the clinic to request a refill on a prescription, Dr. Hernandez receives an electronic message. He then responds electronically, eliminating the need to locate staff to exchange information.

The **NetPracticeERX™** component of NetPracticeEHRweb has been extremely helpful to the clinic; Dr. Hernandez now faxes all prescriptions to pharmacies. "Many of our patients are Hispanic and from low-income families. Some don't know how to handle prescriptions. But we have all their information accessible on NetPracticeEHRweb, which makes refilling prescriptions much easier," said Garriga. **Receiving lab reports electronically has also made a tremendous difference in efficiency.** "It's like night and day. We do a lot of lab work and now there's no paper chase."

The clinic administrator appreciates the streamlined process of billing patients with NetPracticeEHRweb. Dr. Hernandez's wife, the clinic's business manager and coder, receives all the patient encounters and codes all the information on the superbill. The administrator receives the super bill with all the patient information included.

NetPracticeEHRweb has considerably increased Riverside's productivity and resulted in financial savings; this is demonstrated by the fact that although the clinic continues to grow and the patient load increases, there has not been a need to hire additional staff. "We are efficient enough to handle the workload with NetPracticeEHRweb. The key is to train everyone to use it," said Garriga. "The increase in productivity is the best thing from a management point of view. I look at other offices without an EHR and I keep thinking if only they had this, everything would flow much more smoothly." ■

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—Mario Garriga

Administrator, Riverside Obstetrics and Gynecology