

## ASSOCIATED RETINA CONSULTANTS IMPLEMENTS EMR

### Practice Profile

Associated Retina Consultants  
 ChartLogic EMR user since March 2003  
 5 Physicians  
 9 Locations with synchronized databases  
 70 Workstations  
 Practice founded in 1979  
 100% of notes completed with  
 ChartLogic Precision Voice inside of  
 two weeks.

### LOOKING FOR AN EMR

Associated Retina Consultants, in Phoenix Arizona, started looking for an Electronic Medical Records (EMR) system in 2002. The evaluation team consisted of the Management of Information Systems Director and the practice CEO. Their philosophy was the EMR purchase would be a very important investment for the future of the practice. The EMR requirements were defined: improve efficiency, decrease supply costs, centralize database, similar data capture style and quicker response to referring physicians. Associated Retina Consultants looked at 40 EMR products before narrowing the list to three contenders. The physicians



and staff were consulted and involved during the evaluation process.

### CHARTLOGIC® INC.

Associated Retina Consultants chose to implement ChartLogic EMR because it met all of the above criteria. More importantly, the providers would use the product due to speed, ease of use and it would make their jobs easier. Additionally, the purchase of ChartLogic® EMR included local training and support for one year. The system allows for connectivity between the practice's nine locations, has an audit trail feature, is flexible enough to fit the varying styles of all the physician providers and integrates seamlessly with Centricity Practice Management System.

### THE TRANSITION

The transition was made easier by the ChartLogic® local Account Managers and training team. The providers met with their Account Manager and standardized exam templates. Once installation and training were completed, all of Associated Retina's locations were up and running with 100 percent of their notes completed in ChartLogic EMR, within two weeks. One staff employee accepted the responsibility of becoming the on-site ChartLogic® expert and then supported staff and providers by creating forms, customizing exams, trouble shooting, and answering questions.

### THREE YEARS LATER

Staff overtime has become a thing of the past and the practice has become more efficient plus an added benefit is increased office space. Now that the practice is paperless, the medical records storage space which was significant overhead was converted into a revenue generating space as an additional exam and procedure room. According to Angela Chambers, Associated Retina Consultants Office Manager, the provider's referral base continues to grow and referring providers are extremely pleased with the timely feedback of patients sent to the practice.

Due to the feedback from patient satisfaction surveys, patient satisfaction is at an all time high.

### The Net Result

Associated Retina was able to reach their return on investment within eight months of purchasing ChartLogic EMR. After three years of using ChartLogic EMR the practice can claim:

- 95% Decrease in staff overtime.
- 20% Decrease in staff salary.
- 40% Decrease in office supplies.
- 100% Decrease in transcription costs.
- 30% Decrease in total data processing.
- 40% Decrease in days in A/R.
- 20% Decrease in staff concurrent with adding another provider.

*"For those of us that were proactive and embraced the new technologies offered by companies such as ChartLogic Inc, we are now prepared for the future and reaping the benefits."*

*Angela Chambers, Office Manager*