



Case Study

MediNotes in Practice

Club MediNotes e



David Glasser, M.D.
Patapsco Eye MDs, LLC

When most people decide to take a vacation, they head for the mountains and enjoy breathtaking scenery, or they choose to go to the beach and sip on a tropical beverage with an umbrella in it. Dr. David B. Glasser, an Ophthalmologist from Columbia, MD chose to vacation at a different hot spot: Club MediNotes e.

Dr. Glasser won't argue that spending his vacation learning a new charting program may seem a bit unorthodox, but looking back, he wouldn't do it any other way. "That time was invaluable. I can't even begin to imagine where I would be today if I had spent that time at the beach instead of working with MediNotes e."

Having decided to leave a large multi-specialty group practice, Dr. Glasser, along with his partner, Dr. Malin L. Howard, knew that they wanted to utilize electronic health records from the day their practice opened. "Our interest in EHRs was prompted when the clinic we were with decided to start the process of researching electronic health records. We continued that process when we decided to go out on our own and after looking at several other EHRs, we chose MediNotes e," Dr. Glasser stated. "The program had two features that we were looking for, easy customization and built in Ophthalmology content. What we were pleasantly surprised with after our purchase was MediNotes obvious commitment to training and the dedication and responsiveness of the company's staff."

Knowing that both he and his partner had done their part by learning how to create and customize their own templates, Dr. Glasser turned to the MediNotes Training Department for guidance. "Because we were starting out with an EHR, we really wanted to take advantage of that opportunity and do things right and make the best use of our time." And it was this plan that made their implementation process as smooth as it was successful.

Prior to opening Patapsco Eye MDs in November 2004, Dr. Glasser and Dr. Howard knew that detailed and focused training would be the key to their success with MediNotes e. "Initially we purchased four days of on-site training and some additional internet training sessions that we could use on an as needed basis. Once we started looking at the program, we decided that it would be a good idea to split those on-site trainings into two separate sessions."

The first on-site session with the MediNotes trainer had one focus, training the staff on how to best utilize and customize the features in MediNotes e. To accomplish this, no patients were seen during the first two days of the training. "The first session was really designed to introduce the software to the staff. We wanted to focus on how to best apply the software to our practice," stated Dr. Glasser.

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The second on-site training session was much more interactive. The MediNotes trainer returned for the first two days Patapsco Eye MDs went live with MediNotes e. With seven exam rooms equipped with desktop computers or mini-towers and the two physicians using Tablet PCs, the staff was ready to tackle its first electronic encounter note.

"We started off slowly," explained Dr. Glasser. "For the first few days we only saw two patients per hour. As everyone's comfort level with the program increased, however, we steadily progressed to seeing four to five patients per hour. Now, after nearly a year with the program, Dr. Howard and I both see 30-35 patients each day." And with the opening of their new clinic in November 2005, Dr. Glasser believes that with a few more staff members that they could see even more patients.

Because Dr. Glasser and Dr. Howard started using MediNotes e from day one, it is difficult to pinpoint the quantifiable benefits of the program. However, they have seen some very obvious advantages to having an EHR. "Our primary care physicians are much happier and I believe that they are sending more patients to us because of our ability to communicate with them," begins Dr. Glasser. "We are now coding more consultative exams because our referral letters are so much simpler and we save valuable time not searching for lost charts. However, what I find most rewarding is that our patients love it! My partner and I carry tablet PCs so we are able to have more mobility and direct interaction with our patients and still complete our encounter note by the time the patient is ready to leave the office. Our patients are amazed to find out that by the time they are done checking out, their primary care physicians will have our findings."

After a year with MediNotes e, Dr. Glasser and his staff could not imagine having to go back to paper. In fact, after a recent issue with their server, the staff of Patapsco Eye M.D.s had to use paper for a brief period of time and none of them could believe how much they missed MediNotes e. "It's become a way of life for us," states Dr. Glasser. "We had a detailed implementation plan and a dedicated staff. We spent a great deal of time up front customizing the program to our needs, but it was time well spent. We'll see the benefits of this program for years to come."

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