



# FINANCIAL BENEFITS OF GOING DIGITAL

How to Utilize EHR Solutions to Improve Your Healthcare Operations and Receive Government Reimbursements

## Advantages of Digital vs. Paper Records

Electronic Health Records (EHRs), digital versions of patients' paper records, provide up-to-date patient information instantly, and can be accessible via any PC with an Internet connection. EHRs can be created, managed and accessed by authorized providers and staff across healthcare organizations. One patient record may contain information from current and past doctors, emergency facilities, school and workplace clinics, pharmacies, laboratories and medical imaging facilities.

EHRs provide existing and future healthcare providers with access to critical, life-saving patient information, including medical histories, diagnoses, medications, immunizations, allergies, radiology images, and lab and test results. In addition to providing their patients with faster diagnoses and specialized care, healthcare providers benefit from improved operational efficiencies.

## EHR Software Solutions

As the breadth and depth of EHRs advantages continue to unfold, healthcare IT providers are gaining recognition for their efforts. Tri-Med Solutions, an authorized McKesson Platinum Value Added Reseller (VAR), offers configuration and access to proprietary EHR solutions.

McKesson's Practice Partner® Web View® is an Internet-based service that enables practices to provide patients, providers, and consultants with online access to patient charts and secure communication with Practice Partner users via the Internet.

A full-featured patient portal, Web View allows physicians to share patient records online safely and conveniently. Using Web View and any PC with an Internet connection, patients, providers, and consulting physicians can view patient records in a secure, confidential manner.



## Provider Benefits of Digitized Records

Using a fully-digitized record system, providers increase operational efficiency with:

- **Reduced incoming and outgoing phone calls** - Web View allows existing patients to request appointments online. When a patient requests an appointment, the data is sent to the Practice Partner Appointment Scheduler. This makes it easy to track appointment requests and helps cut down on phone calls into your practice.

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- **Less registration time** - New patients can register online using Web View. Patients login as a new patient and complete patient, guarantor and insurance demographic information. Once the patient has completed the registration forms, Web View automatically creates a new account and a corresponding chart in Patient Records. Online registration eliminates data entry and reduces patient time spent in waiting rooms.
- **Increased accessibility** - Patients, providers, and consultants can access Web View from any PC with an Internet connection. They simply click on the Web View link on the practice's website to enter the log-on screen. From this screen, they enter their log-on information, and can then view patient charts online. Patients are able to view their own charts while providers and consultants can access authorized charts. The back-end process ensures that all data transmissions are secure. When the user clicks on the Web View link on the practice's website, they are connected to the Web View Gateway Server (without the user's knowledge). The Web View Gateway Server acts as a mediator: controlling the log-on process, what operations the user can perform, and what data they can see.

Sample Provider View

The screenshot shows a web browser window titled "Richard Stein - Microsoft Internet Explorer". The page displays the "PRACTICE PARTNER" logo and the tagline "A better way to practice.™". A "Logout" button is in the top left, and a "Patient ID:" field with a "Go" button is in the top right. The main content area shows patient information for "Stein, Richard" (ID: 100-10, Age: 47, Sex: M). Below this is a table of medical history entries:

Date	Title	Provider
11/25/2003	INGROWN TOENAIL	ABLE COBB
11/25/2003	TOBACCO ABUSE	ABLE COBB
12/3/1999	CONTUSIONS	ABLE COBB
12/8/1998	VENOUS THROMBOSIS	ABLE COBB
4/9/1997	SHOULDER PAIN	ABLE COBB
10/11/1992	ATOPIC DERMATITIS	ABLE COBB
7/29/1986	CHEST PAIN	ABLE COBB

The left sidebar contains a navigation menu with categories: Appointments, Chart, Prescriptions, Lab, and Notes. The "Chart" category is currently selected. The "Notes" category includes sub-items like Progress Notes, Past Medical History, Social History, Family History, Consults, Hospital Reports, Letters, X-Ray, EKG, Pathology, and Special Studies. The bottom right corner of the browser window shows "Local intranet".

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- **No data entry by your staff** - Prior to the introduction of EHRs, health providers spent countless hours entering and updating patient data into their systems. Healthcare professionals save time and expenses associated with faxing, sending and receiving patient medical records across health-care providers.

In addition to receiving monetary incentives for implementing and maintaining an EHR-based system, medical practices can leverage their offerings when marketing to new patients. EHR offerings also help providers bolster their patient retention. Providers retain patients by ensuring their online and offline experiences are as useful and efficient as possible.

When marketing their practice to attract new patients, medical providers can highlight patient benefits of their EHR systems, including 24/7 access to chart information and enhanced communication, care and satisfaction. From the comfort of their homes or offices, patients can request future appointments, receive overdue health maintenance reminders, fill out registration and intake forms, view lab results (with providers' notes), reference current prescriptions, and communicate with their medical providers at their convenience.

Sample Patient View

Date	Time	Lab	Results	Units	High/Low	Normals	Provider	Comment
10/10/2002	8:27 AM	CHOLESTEROL	230	mg/dL	H	100 - 199	ABLE COBB	
10/10/2002	8:27 AM	HDL CHOLESTEROL	90	mg/dL	N	61 -	ABLE COBB	
10/10/2002	8:27 AM	LDL CHOLESTEROL	33	mg/dL	L	50 - 129	ABLE COBB	
10/10/2002	8:27 AM	TRIGLYCERIDES	205	mg/dL	H	50 - 199	ABLE COBB	
10/10/2002	8:27 AM	VLDL CHOLESTEROL	50	mg/dL	H	- 39	ABLE COBB	
7/15/2002	9:08 AM	INR	4.6		C	-	ABLE COBB	
4/7/2000	11:11 AM	INR	4.8		N	-	ABLE COBB	
1/10/2000	11:11 AM	INR	2.6		N	-	ABLE COBB	
1/10/2000	11:11 AM	PLATELETS	310	K/cumm	N	140 - 440	ABLE COBB	
12/5/1999	3:50 PM	HEMATOCRIT	44.8	%				
12/5/1999	3:50 PM	HEMOGLOBIN	14.4	gm/dl				
12/5/1999	3:50 PM	INR	2.4					
12/5/1999	3:50 PM	PLATELETS	290	K/cumm	N	140 - 440		
12/5/1999	3:40 PM	CHOLESTEROL	198	mg/dL		- 199	NANCY DEAN	
9/14/1999	2:50 PM	INR	2.6			-		
9/14/1999	2:50 PM	PLATELETS	350	K/cumm	N	140 - 440		
6/17/1999	2:49 PM	INR	1.9			-		
6/17/1999	2:49 PM	PLATELETS	280	K/cumm	N	140 - 440		
3/12/1999	2:49 PM	INR	2.5			-		

Practice Partner users can send and receive secure messages to patients and consultants using Web View. Once providers send a message, an email is sent to the patient's private account with notification of a secure message from his or her healthcare provider. The patient can then log into Web View to securely view the message. Both patients and consultants can initiate and reply to messages. Messages then go directly to the appropriate operator in Patient Records (e.g. nurse).

## Integrating EHR Access into New and Existing Websites with Ease

Highlighting key EHR offerings enables medical providers to differentiate their practices among competitors in specific markets and/or areas of expertise. If your practice doesn't currently inform, educate, serve and/or market to patients online, then designing and developing a website are first steps you need to take to begin offering EHR services.

The incentives for implementing and using EHR-based systems yield significant returns for providers, and costs associated with creating an EHR-compliant website or integrating EHR access into an existing website are minimal. Access to EHR portals can be as simple or elaborate as providers prefer. Online design, development and marketing experts, such as NicheLabs, create both seamless EHR integration and lasting patient impressions online. In addition to accommodating EHR offerings, NicheLabs improves your patients' online experiences by adding search, chat, shopping cart, appointment booking and payment capabilities.



## Reinvesting EHR Returns

Web View is sold as a monthly service on a per-provider basis. The price is \$25 per provider per month. A Web View subscription requires a one-year commitment and a one-time training fee of \$750, which includes up to five hours of remote set-up, training and implementation.

By installing and using Web View, medical providers are able to maximize government-provided benefits and leverage their capabilities to better market their practices. Medical providers can receive up to \$44,000 through the Medicare EHR Incentive Program and up to \$63,750 through the Medicaid EHR Incentive Program.

## Can your business afford not to become an EHR provider?

To learn more about how implementing an EHR system can benefit your healthcare practice, please visit <http://www.trimedolutions.net/>, or contact Bart Segal directly at [bsegal@trimedolutions.net](mailto:bsegal@trimedolutions.net) or 770.579.0719.

To speak with online design, development and marketing experts about developing a website for your practice or about integrating EHR capabilities into your existing website, please contact Todd Withrow, President and Founder of NicheLabs, at [sales@nichelabs.com](mailto:sales@nichelabs.com) or call 888.978.9254.

## About Practice Partner

Practice Partner, now part of the McKesson Corporation, is a leading provider of integrated electronic health record and practice management software. The Practice Partner product line is a complete set of clinical and administrative tools designed to enhance all aspects of the modern medical office. It includes Patient Records, a leading electronic medical records system; Appointment Scheduler, a sophisticated multi-clinic scheduler; and Medical Billing, a comprehensive practice management system. Our systems are used nationwide by over 1,500 practices of all sizes and specialties, from solo-practitioner offices to large enterprise multi-site clinics. We believe that the success of Practice Partner products is a function of listening to our customers, taking advantage of new technology, and focusing on ambulatory care.

## About Tri-Med Solutions

TriMed Solutions is a medical software solutions provider specializing in electronic medical records (EHR) and practice management (PM) systems for small to medium sized medical clinics. We are an Authorized McKesson Value Added Reseller.

## About NicheLabs

Headquartered in Atlanta, website design and digital marketing firm, NicheLabs has created websites and online marketing programs for close to 1,000 small-to-medium-sized businesses. In addition to Atlanta, NicheLabs has offices in Naples, FL and Charleston, SC, and serves clients predominantly in the South-east.