



# Case Study

## MediNotes in Practice



### Roger McCartney, O.D.

Roger McCartney purchased MediNotes e electronic health records in January, 2001 for his 2 doctor optometry practice. Although he knew the purchase was ultimately the right decision, he chose to wait nearly a year to implement it. It wasn't until the interface was complete between MediNotes and RLISYS that Dr. McCartney forged ahead with medical records in his office. At that point there was no looking back.

Before buying MediNotes, Dr. McCartney spent nearly two years looking at EHR systems to add to his practice. The deciding factors turned out to be: structured system for better billing, flexible medical content, ability to synchronize data between locations, consistent/readable records, efficient transcription methods and an interface with RLISYS. MediNotes fit the bill for all of Dr. McCartney's needs. "When you combine RLISYS with an excellent medical record software (MediNotes e), it's a win-win situation. If you already have RLI, I don't know why you would not integrate."

The rewards were certainly worth the wait. The practice has eliminated \$9,000 per year in transcription costs, eliminated one full-time administrative position and reduced the amount of time spent charting after hours. McCartney's partner, Dr. Blair said, "The work left at the end of the day is a lot less than before. I used to have to prepare notes for transcription and review transcribed documents. With MediNotes e the notes are done by the end of the day."

While the system improves workflow and office efficiency, the doctors also feel that it helps them clinically. "The ability to compare the findings with the previous exam, such as IOP and CD ratio, has been extremely helpful. Dr. Blair utilizes the referral letters which has cut transcription time significantly." Dr. McCartney stated. The flexibility of the medical content has allowed the doctors to create and modify templates and exam dialogs to their exact specifications.

Dr. McCartney has always used a scribe to gather information during an exam. This allows him to focus entirely on the patient. He was initially worried about bringing an EHR into the exam room as he was unsure how the patient would respond. Overall both physicians feel that patients are impressed with their charting system. "There's definitely a 'wow' factor with using MediNotes, e" notes Dr. Blair, "patients feel better knowing that we are keeping better records."

With MediNotes e in place it is now easier to document phone calls and refill prescriptions. The database allows users incredible access to patient records. Notes are much more complete than before and everything is simultaneously accessible to all of the users over the practice network. The interface allows the office staff to enter patients into RLISYS, and then have the system automatically push the demographics to MediNotes e.

Dr. Blair takes MediNotes e, with the entire patient database, to their satellite offices. While there he is able to access and enter information for all of the patients he sees. When he returns he simply hooks up to the network and synchronizes his mobile database with the main server. This has proven to be an effective and reliable solution without requiring an expensive connection between the two offices.

Being a MidWesterner, Dr. McCartney looked for companies that truly valued their customers and stood behind their products. As a long-time user of their practice management system, RLISYS had won McCartney's trust through their fair and responsive actions. McCartney saw MediNotes as a company that promised great product value and reliable support after the sale. The two systems together are definitely creating more than the sum of the parts for this optometric office.

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MediNotes Corporation  
1025 Ashworth Rd, Suite 222  
West Des Moines, IA 50265

Sales: 877.633.6683  
Fax: 515.327.8856

E-mail: [info@medinotes.com](mailto:info@medinotes.com)  
Internet: [www.medinotes.com](http://www.medinotes.com)

