

Care360 EHR Physician Testimonial



Avidon Appel, DO, MBA

Internal Medicine: An EHR Solution

On any given day, Dr. Avidon Appel sees 20 to 30 patients a day in his Willow Grove, Pennsylvania office. The majority of his patients have private insurance, but about 20 percent are on Medicare. Dr. Appel previously used an ePrescribing Palm Pilot during patient consultations, but because his service provider was going out of business, he began investigating other services. A key component of his upgrade was a transition to an electronic health record (EHR).

Dr. Appel researched Care360® EHR from Quest Diagnostics and found that it offered an attractive package with interactive labs, ePrescribing and EHR capabilities at a reasonable cost. "I liked the Care360 EHR modular approach and the ability to combine products, so I decided to just do it," Dr. Appel said.

His experience during this implementation was quite different from previous experiences with other EHRs. "Quest Diagnostics doesn't seem to nickel and dime you for every little feature," Dr. Appel said. "There's nothing hidden or kept from you. My other system made me pay for every staff member, and if you had a staff member leave—you had to pay for another license. Care360 EHR is not like that."

How They Did It

The conversion was seamlessly handled behind the scenes. Patients experienced no interruption in service, and workflow was easily maintained. "I made a point to not let the implementation affect patients," said Dr. Appel. "We did a lot of training in the background." Office employees also took advantage of the self-training features including webinars, and used the help desk regularly.

Dr. Appel completed the attestation process shortly after implementation. The entire process was done in just a few hours over several weeks. Devoting short blocks of time to the exercise helped identify those patient records that best demonstrated Meaningful Use (MU).

"It's great. For example, we no longer had to flip through the chart to find information like vaccination history or had to wonder what page the vaccination sticker is on."

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Quick Facts

Family Practice

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Willow Grove, PA

- 100-150 patients treated per week
- 20% Medicare; 80% Other
- Small practice – two physicians and five staff
- New User of Care360® EHR

Needs/Constraints

- Operational and communications inefficiencies
- Patient medical histories not readily available
- Upgrades needed at a reasonable cost
- EHR that would incorporate activities including ePrescribing, labs and medical records
- Flexibility to add components at a future date
- Compatibility with current workflow that was easy to learn and use

Solution and Achievements

- Care360® EHR satisfied ePrescribing, labs and medical record needs simultaneously
- Web-based system allowed remote chart updates
- Training conducted without interrupting current workflow
- Improved internal office communications
- Attestation completed within a few months of implementation

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Outcome

"The ease and utility of patient care is much more efficient with the Care360 EHR system, and you can do as much or as little as you want to do with it," said Dr. Appel.

Patient compliance is also on the same screen, so Dr. Appel can see how many smokers are compliant and whether or not he and his employees are doing everything they need to do in order to reach MU.

Improvement in staff communications is a bonus feature of Care360 EHR. "You can send messages to the staff and get in touch with them from the same area," Dr. Appel explains. "This saves so much time because you don't have to write things down and then go into another screen."

Additionally, the ability to remotely update records through the web-based feature improves efficiency when Dr. Appel is off-site. "I didn't want to stay here in the office at night to finish my charts," Dr. Appel said. "I wanted to go home and not take charts home with me. I just want to be out the door. That's huge."

In his view, the real advantage of Care360 EHR is its ease of use and the utility of patient care. "It enhances communications with other offices, and the fact that it makes MU is great," said Dr. Appel. "Ultimately, the product will make life easier in the future—that's where it's good."

"I really like the Message Center because it covers everything from labs, clinical documents, action items and faxes. I like to think of it as a central home base."

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