

Care360 EHR Physician Testimonial



Charlie H. Foster, Jr., MD

Internal Medicine: An EHR Solution

Charlie H. Foster, Jr., MD, is one of three physicians at Waverly Primary Care in Cary, North Carolina, a suburb near Raleigh. He treats an average of 18 to 20 patients daily, with only two percent on Medicare. Dr. Foster's office began using Care360 EHR in July 2011, after implementing ePrescribing a month before. After practicing for more than 10 years, he joined Waverly Primary Care in 2005, and physicians in the group had been using healthcare solutions from Quest Diagnostics for more than three years.

"Care360 is great because it's all integrated," says Dr. Foster, an enthusiastic early adopter of the technology. He likes the layout of Care360 EHR and its patient database screens, and found administrative set-up to be "self-explanatory." Dr. Foster spent 30 minutes on set up, and then one Saturday learned the system until he grasped its nuances.

"Key information we need is all together on one screen," Dr. Foster said. "I don't have to repeat tests because I can easily see what a colleague did, and I don't have to wait for a nurse to get the chart." He also applauds the clinical messaging task feature where office staff complete patient entries with an accurate time and date stamp.

Making the Move

"Change does not happen overnight," acknowledged Dr. Foster. With any EHR implementation, an office must move accumulated information into a new system. "If you want to switch bedrooms in your house, you have to lift and rearrange furniture," he said. His office worked to scan everything from paper files—utilizing local students and supportive family members to get the task done more quickly.

The entire staff switched to Care360 EHR immediately after purchase. The excitement was understandably accompanied by "the mental challenge of getting used to not having the chart," said Dr. Foster. His team worked hard to try and wean themselves away from using paper charts.

Care360 EHR has also streamlined data, made it accessible in one place and increased efficiency. "Printed notes are so much easier to read—some people have terrible handwriting," Dr. Foster said. The new software also illustrates what he calls the "backpack theory." Explains Dr. Foster, "You can get the majority of stuff in it very conveniently—it's what you use a lot, can take with you and don't want in five bags."

Quick Facts

Family Practice

Charlie H. Foster, Jr., MD
Waverly Primary Care
Cary, NC

- 18-20 patients per day
- 2% Medicare; 98% Other
- Office includes: Three physicians, one office manager; a nurse, three nurse assistants and three front office employees
- Began with Care360 Labs & Meds, ePrescribing and then Care360 EHR

Needs/Constraints

- General office inefficiencies were cumbersome
- Unhappy with other EHR systems
- Resolved issue with bad handwriting
- Missing or misplaced paper charts

Solution and Achievements

- Total integration
- Convenient layout and streamlined data accessibility
- Reliable and mobile—especially with the iPad®
- Improved work/life balance
- Excellent customer support

"Care360 EHR doesn't interfere with workflow—paper interferes when it gets lost!"

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Freedom Outside of the Office

Another benefit is that Dr. Foster can go mobile—taking his iPad® with him almost anywhere. Wi-Fi™ allows him to multi-task with new meaning: I can check messages, labs results and other information instead of being chained to the office.” Dr. Foster uses an AirPrinter™ to also wirelessly print prescriptions.

He considered other systems, but not for long after researching downtimes, finding that there was no customer support, and that some systems silently raised fees. According to Dr. Foster, no one likes to be left alone in a crisis, and then later be asked to pay more for it.

Dr. Foster has used the Customer Support team from Quest Diagnostics during preparation for attestation to prove Meaningful Use (MU) on the Centers for Medicare and Medicaid Services (CMS) website. The team has provided a data outline and shown him what percentages he must ultimately meet. He appreciates the feedback, likes the product and also likes what the future holds with Care360 EHR “on staff” at Waverly Primary Care.

“I can sit outside a restaurant with my family, order some wings and watch a game while also working on patient charts with Care360 EHR.”

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Waverly Primary Care