

Care360 EHR Physician Testimonial



Jonathan Hetzel, MD

Family Practice: An EHR Solution

Jonathan Hetzel, MD, is a solo practitioner serving the community of Exton, Pennsylvania—a prosperous suburb of Philadelphia. Dr. Hetzel treats 25 to 30 patients a day and 20 percent of those are on Medicare. His wife Trudy works as the office manager and both strive to improve patient services and their communications with providers. Since the national trend is moving toward the adoption of electronic health records (EHRs) and Meaningful Use (MU), both were determined to upgrade office protocols.

Once Dr. Hetzel learned Quest Diagnostics offered an EHR solution, they stopped their search and arranged for a Care360 EHR representative to visit the office and help them upgrade. “Quest is not a fly-by-night company, so we both knew they would be around for years to come, and be there to help us grow in other ways as well,” Trudy said.

“The entire patient visit and interaction is so much more efficient. I like the fact that we pull the chart and everything is right there. There are no more lost charts or letters.”

Jonathan Hetzel, MD
Family Practice
Exton, Pennsylvania

How They Did It

“Once the decision was made to implement Care360 EHR, we just jumped right in,” Dr. Hetzel explained. A Care360 representative was on-site for three days to walk the office team through the software’s capabilities. For every patient seen, the information was immediately loaded into the system under the trainer’s guidance. The service time for patients slowed a bit, but did not adversely affect operations during the transition.

“We started using Care360 in December 2009 and found it very easy to use. Even today, we immediately input a patient’s record the first time they are seen in the new system,” said Trudy.

“We found the best way was to just do it. Having the right tools like a powerful fax/scanner and a trainer to walk us through real-life situations made the implementation process run smoothly.”

Even though the Medicare and Medicaid EHR Incentive Programs from the Centers for Medicare and Medicaid Services (CMS) are very attractive, Dr. Hetzel considers them more like an award as compared to the benefits of running a proactive practice. The office began attestation in June 2011, and all but one of the MU requirements have been met. The attestation process itself was very simple,” Dr. Hetzel remembers. “We’re making great progress in meeting the last set of standards.

Quick Facts

Family Practice

Jonathan Hetzel, MD
Exton, Pennsylvania

- 125-150 patients treated per week
- 20% Medicare; 80% Other
- Small Office - one physician and office manager
- New user of Care360 products

Needs/Constraints

- Operational and communications inefficiencies
- Patient medical history not readily available/accessible
- Solution had to allow upgrades without involving a heavy capital investment
- Solution had to be compatible with current system and easy to learn/use

Solution and Achievements

- Care360 EHR eliminated need to purchase new equipment
- On-site training allowed immediate accurate integration
- Attesting process helps identify opportunities



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Outcome

The Hetzel conversion to Care360 EHR has eliminated documentation issues and allows him to quickly ascertain patient history. The system also has greatly improved office response to phone inquiries from patients and providers—minimizing confusion and maximizing confidence in accurate data transmission.

“Communications with our vendors are now less time-consuming and more accurate. When we need to forward information to a hospital or other vendor, we click on it and send—it’s that easy,” Trudy explained.

“Before implementing Care360 EHR, when an insurance company wanted a chart, we’d have to pull the file, look through everything, decide what to fax and then fax manually. Now, we call up the electronic record, choose what we want, push a button and send. It saves so much time.”

Trudy Hetzel, Office Manager
Office of Jonathan Hetzel, MD
Family Practice
Exton, Pennsylvania