

Care360 EHR Physician Testimonial



Shobha Iyengar, MD

Internal Medicine: An EHR Solution

Shobha Iyengar, MD, is an internal medicine solo practitioner in Belvidere, Illinois. Belvidere is a small industrial town surrounded by prosperous farms. She treats about 16 patients a day, 40 percent of which are Medicare patients. Her office began using Care360 EHR in March 2010, and found the transition to an EHR relatively simple, since the practice was already using Care360 Labs & Meds and ePrescribing on the Care360 platform.

"We jumped right in and did it ourselves," recalls the computer-savvy Dr. Iyengar. "But, someone who has written charts by hand all their lives and then switches to a computer will take longer. Today, I think most third-year medical students may not have ever seen a paper chart!"

System implementation did not take very long in the office and quickly became part of the day-to-day workflow. Dr. Iyengar remembers being temporarily "stuck between paper and electronic records." But then after about a month, employees had stopped using paper charts and were scanning patient information into the system. "We still have the paper charts, and won't throw them away in case we need them."

"I feel very lucky, because I know several colleagues who unfortunately chose an EHR company that ultimately went out of business."

Shobha Iyengar, MD

Trust in Care360 EHR

Dr. Iyengar wanted an EHR backed by an experienced, reliable and supportive company. For her, that meant Quest Diagnostics. She likes the convenience of an Internet-based solution, the fact that it's convenient and that she doesn't have to worry about her computer crashing with all her documentation.

Preparing for Attestation

The fact that Care360 EHR was so user-friendly was very helpful during preparations for the attestation process. Dr. Iyengar and her receptionist, Angela Sawallisch, teamed up to fill in the blanks with required patient percentages on the Centers for Medicare and Medicaid Services (CMS) website in order to demonstrate Meaningful Use (MU).

Angela ran tests to see exactly what would be needed on attestation day, and when it was time to go for it, enthusiastic sounds of "you go get them Angela" echoed down the halls. On attestation day, the process took less than 45 minutes to complete because the staff was totally prepared.

Dr. Iyengar now recommends Care360 EHR to colleagues. Her office has received federal MU reimbursement dollars.

In the meantime, a seamless team effort makes completing daily tasks very simple.

Quick Facts

Internal Medicine

Shobha Iyengar, MD
Belvidere, Illinois

- 16 patients a day
- Small office: one physician, two receptionists and a nurse
- 40% Medicare; 60% Other
- Previous user of Care360 Labs & Meds and ePrescribing

Needs/Constraints

- Communications inefficiencies
- Readily accessible
- Upgrades without a large capital investment
- Current, reliable system that was easy to use/learn

Solution and Achievements

- Ease of an immediate, instinctive integration and transition
- Backed by experienced company, reliable and secure
- Encourages office teamwork and improved communication
- Saves time on office duties and staff resources

