

Care360 EHR Physician Testimonial



Mackie Snebold, DO

Family Practice: An EHR Solution

Mackie Snebold, DO, is a solo family practice physician in the small town of Johnsburg, Illinois. She's been in practice for more than 20 years, seeing between 15 and 18 patients a day - the majority of whom are on Medicare. Though Dr. Snebold's practice is small with just four employees, she was still struggling with inefficiencies and wanted to search for an EHR solution that was cost-effective and easy to implement.

When an opportunity to implement Care360® EHR arose, Dr. Snebold felt it was a no-brainer. "We were already using the Care360 platform from Quest Diagnostics to handle our prescription refills (ePrescribing) and found it to be just so user-friendly for us," Dr. Snebold remembers.

"The best thing about Care360 EHR is having a patient record without a chart. Demographics, medical history and other patient information is now all in one place," Dr. Snebold explains.

"We don't spend time looking for paper charts, and transitions of care are effortless. Correspondence to the hospitals and other physicians is so much simpler. Care360 has been a time-saver for us."

Mackie Snebold, DO
Wilmot Medical Center

How They Did It

Office implementation occurred in stages, with employees getting up-to-speed first, followed by Dr. Snebold. "We taught ourselves with no training other than a webinar," said Dr. Snebold. "We liked it because we were able to do it at our own pace."

It took less than seven months to convert targeted patient records, and now the whole office uses Care360 EHR. Front desk employees enter patient histories while medical assistants handle medications and other details. This workflow lets Dr. Snebold focus solely on patients. "Step by step is the easiest way to do it," explains Dr. Snebold.

An added bonus following implementation was the CMS incentive program, designed to cover any expenses or downtime during implementation. Dr. Snebold successfully completed attestation for demonstrating Meaningful Use of an EHR in April 2011, in accordance with the Centers for Medicare and Medicaid Services (CMS). She received the full \$18,000 available within six to eight weeks. "It was very simple and unbelievably fast," recalls Dr. Snebold. "All we had to do was pull up the sites, answer questions and walk right through the process," said Dr. Snebold. "If there was an error, the system indicated the specific line or page that was incorrect. It only took us about 10 minutes to complete."

Dr. Snebold's transition from paper to electronic medical records with Care360 EHR has improved her ability to refer patients and communicate with the local hospital, cutting down on potential errors and improving workflow efficiencies.

Quick Facts

Family Practice

Mackie Snebold, DO
Wilmot Medical Center
Johnsburg, Ill

- 75-90 patients treated per week
- 85% Medicare; 15% Other
- Small office—one physician, two medical assistants and an office manager
- Long-time user of Care360® Labs & Meds and ePrescribing

Needs/Constraints

- Operational and communications inefficiencies
- Patient medical history not readily accessible
- Needed an EHR allowing for upgrades without a large capital investment
- EHR had to be compatible with current system and easy to learn/use

Solution and Achievements

- Care360® EHR eliminated need to purchase new equipment
- Upgrade allowed integration on office terms
- Records converted in less than seven months
- Maximum incentive dollars (\$18,000) received within six months of attestation

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