



## Case study: Ormond Medical Center

Ormond Beach, Florida



## Workflow simplified: Florida practice makes the switch to Quantum EHR

Maria Daily is the office manager for Ormond Medical Center in Ormond Beach, Florida. She has worked there for 32 years alongside Michael Rodriguez, DC who is the practice owner. Rodriguez has been a chiropractic physician in the Ormond Beach area since 1978. In 1999, Ormond Medical Center was one of the first in its area to specialize in multidisciplinary family medicine, which includes sports medicine, chiropractic, and acupuncture services. Its staff includes 2 medical doctors, 2 nurse practitioners, and 2 chiropractors. Each see 17-20 patients per day, and approximately 30 percent of those are Medicare patients.

### Challenge

In 2012, the practice began converting its paper charts to electronic health records (EHR). It started this transition using another service, but was soon ready to make a switch.

### Practice quick facts:

**2** physicians  
**2** chiropractors  
**2** nurse practitioners  
**17-20** patients per day, per provider  
**30%** Medicare  
**2012** began using Quantum EHR

### Quantum Solutions:

- eLabs
- ePrescribing
- EHR

“The EHR makes it easy when you are communicating to other staff members about a particular task.”

—Maria Daily, office manager, Ormond Medical Center

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By 2016 the practice was ready to participate in the Centers for Medicare and Medicaid Services (CMS) Electronic Health Record (EHR) Incentive Program.

This program encourages eligible professionals to implement and demonstrate Meaningful Use (MU) of certified EHR technology to receive incentives. Using EHR technology in a meaningful manner, such as e-Prescribing, sharing information electronically to improve quality of healthcare, and submitting clinical quality measures, helps a practice qualify for these incentives. Ormond Medical Center was preparing to attest for Stage 1 MU.

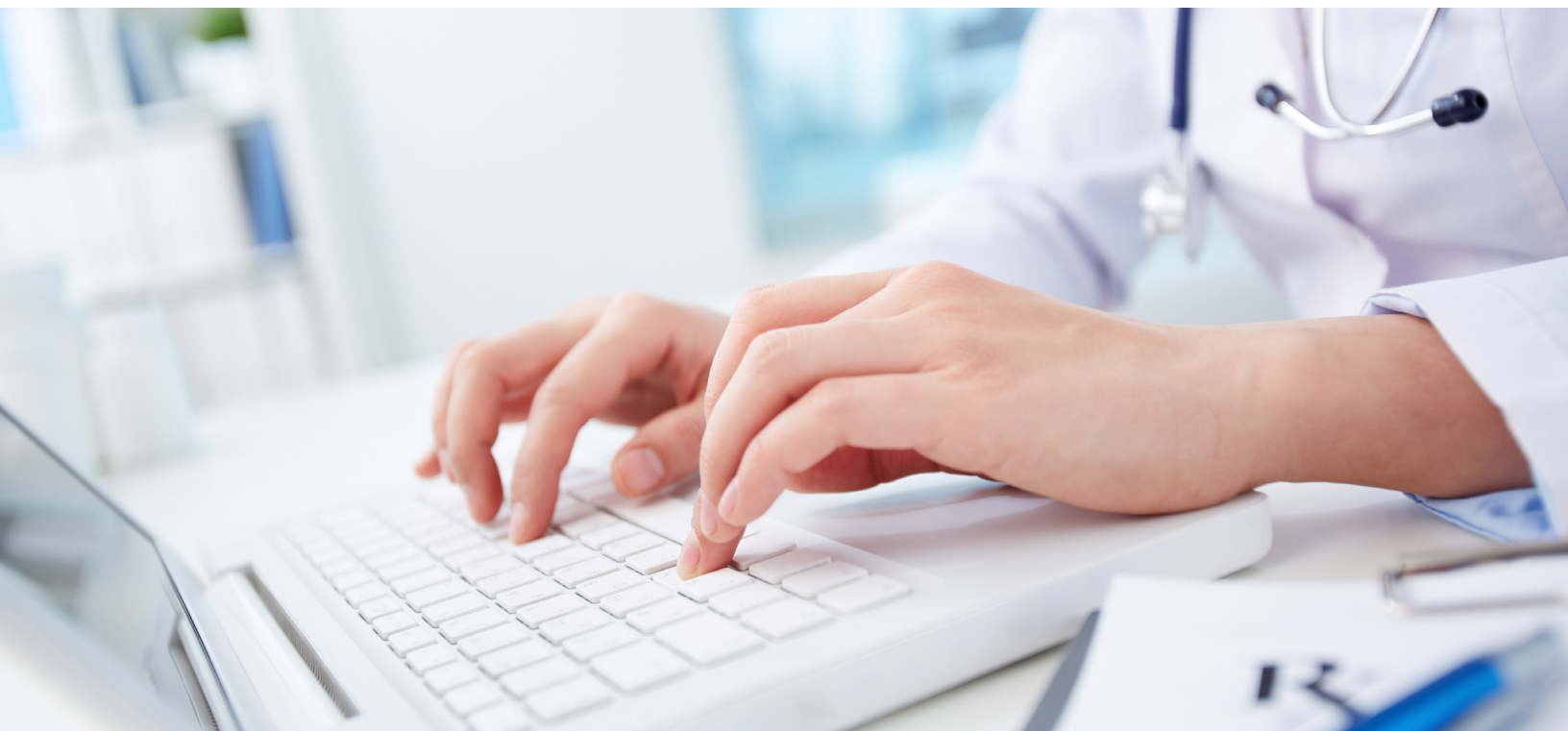
## Solution

Ormond Medical Center turned to Quest Diagnostics for its EHR.

“I first learned from my Quest Diagnostics representative that they had an EHR,” said Daily. “I looked at a lot of different technologies, but I felt that Quantum EHR is user-friendly and a great value. I also appreciated all of the support that I’d be getting from my representative.”

## Outcome

Daily said that transitioning from paper files to EHR seemed daunting at first, but got easier with time. Since the practice had already been using Quantum eLabs and ePrescribing from Quest Diagnostics, the system had the capability to bridge information from those patients to the Quantum EHR. The practice staff was also pleased that they could transition patient information from the previous EHR.



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Since implementation, having the information readily available has been convenient.

“It is so much easier to find the information we’re looking for with the EHR, versus looking in the chart,” said Daily. “All the details are there and the information is organized in different categories for easy access.”

“The EHR makes it easy when you are communicating to other staff members about a particular task. The patient history is recorded in the EHR and none of the information can be lost. Once something is documented, it remains there.”

The doctors use the EHR’s iPad® app and appreciate the mobility. Daily also uses Quantum Practice Management for scheduling patients.

“This solution generates less paper, and I like that,” she said.

With Quantum in place, the practice attested for Stage 1 of MU in 2015, and plans to continue attesting moving forward.

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