GOING PAPERLESS

Electronic Medical Records in Small Private Practice

System and Workflow Analysis by Diamond Cronen, Alba Edesa, Eric Nord in November 2016

What is an EMR?

An electronic medical record (EMR) is a digital version of the paper charts that contain a patient's medical history. EMRs are used for diagnosis and treatment. EMRs allow providers to: (1) synchronize patient medical data with tasks such as scheduling, billing, and writing doctor's notes, (2) track data over time, (3) and keep up-to-date digital backups.

Stakeholders



T STAFF

Provide technical and networking support, oversee updates to software

- Role will increase as a result of the need for additional services
- Will work directly with doctors to customize EMR interface
- Responsible for backups and security

Maintains Records System For: Owner, Doctors



OFFICE STAFF

Perform clerical duties, schedule appointments, manage billing system

- They will be largely unaffected. EMR primarily facilitate information flow between doctor, patient, and owner
- Some patients will ask for help getting documents that doctors added in the **EMR**

Shares Records With: Owner, Patients, Doctors



OWNER

Manages two chiropractic medical

- Large upfront payment for new system
- Need to train doctors
- Work with IT Staff to implement
- Compliance with laws and regulations

Shares Records With: Doctors, Patients, IT Staff, Office Staff, Compliance



DOCTORS

Consult with patients, make diagnoses, prescribes treatments

- Need to learn new records system
- New workflow mirrors the existing, but digital input could be slower than paper
- New system offers features not available with paper-based system: images,

Shares Records With: Owner, Patients, Office Staff



- handouts, custom forms

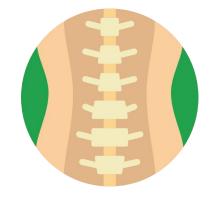


COMPLIANCE

Determine if owner and doctors are following required laws and policies

- Medicare requirements for provider reimbursements
- HIPAA requirements for patient medical records and cloud-based backup
- Business Associate Agreement (BAA) for cloud-based data backup

Shares Records With: Owner, Doctors



PATIENTS

Share information with doctors and clerical staff, manage personal data

- Need access to personal data
- New system could give better service through time-savings and new features
- Record sharing makes patient data available to other offices and doctors

Shares Records With: Doctors, Owner, Office Staff

What are the main benefits of going paperless?

- 1. Conveys the impression of a modern and innovative medical practice on the cutting-edge of the field.
- 2. Eliminates the cost of storing paper records (albeit slowly...as the 7 year mark approaches for the death of the patient record).
- 3. Adds new functionalities to the office that were previously nonexistent.
- 4. Increases speed and accuracy with which doctors can write notes, schedule treatments and appointments, bill patients, and other services.

What are the costs and risks of going paperless?

- 1. **Upfront Cost** of the Chiro8000 EMR is approximately \$5,000. Each additional doctor is \$1,000. Cost includes two years of dedicated support for EMR functionalities.
- 2. **Monthly cost** is \$77 for the first two years, \$20/mo after that.
- 3. There will be an increased need for digital backups, and there is a slightly increased risk of privacy and data breaches.
- 4. Network technical problems can temporarily make records inaccessible.
- 5. There is potential for **resistance** by doctors:

"Many doctors are just not patient enough to let a system of EMR take effect. So the ease of use isn't apparent."

- Sales Representative

What are the next steps in our consultation?

- 1. Meet with the owner of the practice to answer questions, manage expectations, finalize plan, and begin the process of implementation.
- 2. Back up current system both locally and on cloud storage.
- 3. Ensure that current cloud-storage vendor can accommodate current and new storage needs for another year (this may entail renewing a contract).
- 4. Upgrade computer hardware and software at a second office and discuss purchase of tablet computers.