

GOING PAPERLESS

Electronic Medical Records in Small Private Practice

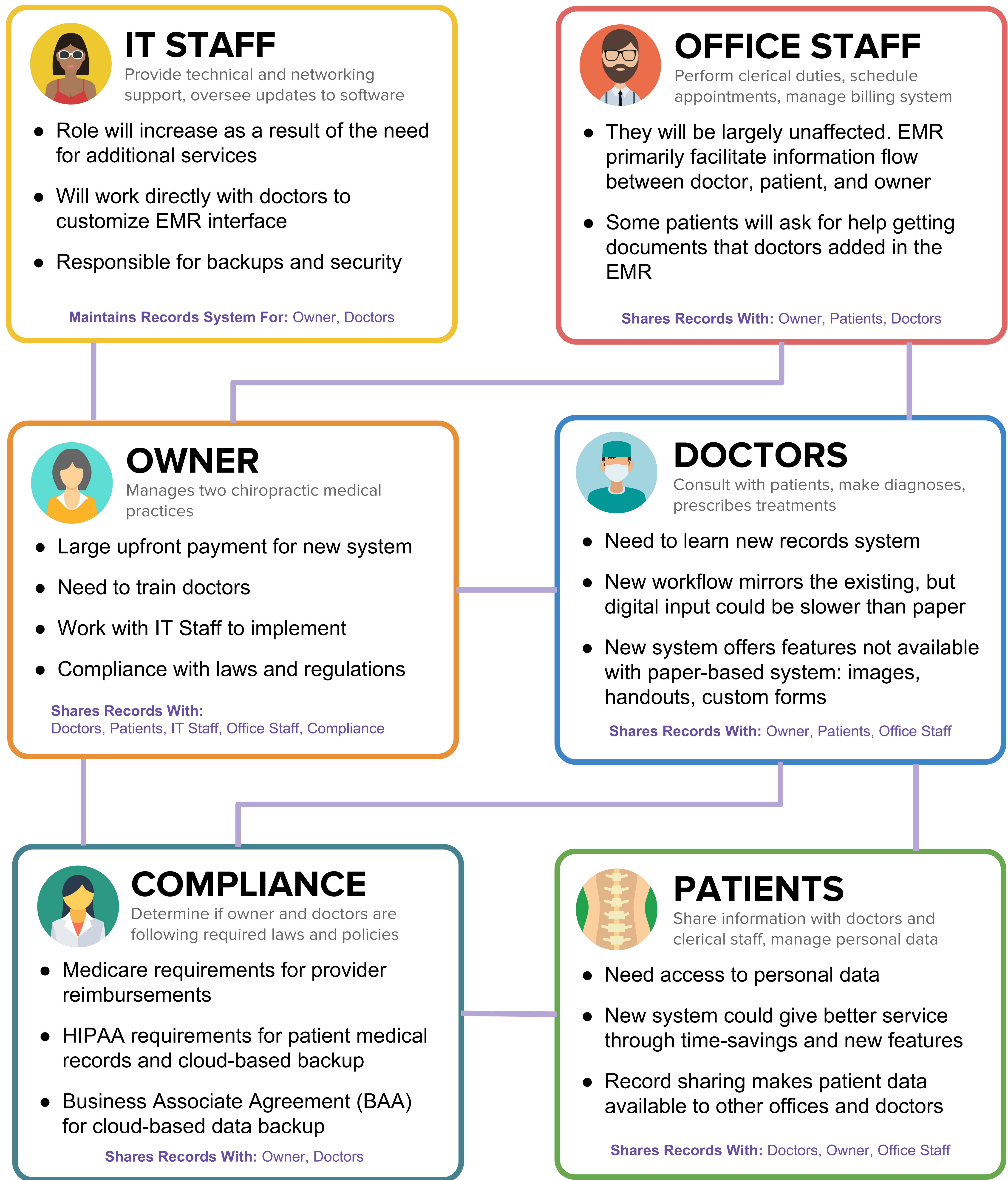
System and Workflow Analysis by Diamond Cronen, Alba Edesa, Eric Nord in November 2016

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



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.