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### Annapolis Pulmonary Specialists, Annapolis, MD

- 6 Physicians
- 11 Staff Employees
- 15,000 Ambulatory Patients

#### Objectives:

- Better patient care
- Improve efficiency
- Control costs

#### Solutions:

- Better documentation
- Electronic communication with staff and patients
- Patient entered PMH
- Gradual, modular implementation

#### Results:

- Easy to navigate, intuitive notes
- Decreased errors
- Patient records accessible anywhere
- Reduced overhead and expenses
- Outstanding product support

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## Pulmonary Specialists Improve Patient Care, Reduce Overhead, and Achieve an ROI With The AMCIS Network

### Annapolis Pulmonary Specialists Annapolis, MD

"Over the past several months our office has been adopting AMCIS developed by MD Web Solutions. Our objective was to better patient care and improve efficiency at a controlled cost. We believe we are achieving these goals.

#### Better patient care

Patient care has been improved in various aspects. There is better documentation in the medical chart. Leafing through a paper chart to find past history or procedures has been eliminated. The renewal of these elements into a current note is performed easily by clicking a tab. The format is easy to navigate and intuitive. Communication with patients is facilitated by e-mail. I can remind myself to check up on tests ordered by making a note that is kept and easily seen on the home page. This decreases potential errors of missed results that never make it across one's desk. Finally, after setting up a password, patients can access certain aspects of their medical record from any part of the world as long as there is internet capability. We surmise that this may aid in patient care should that care not be local.

#### Improved office efficiency

Office efficiency has improved in several ways. Staff can communicate with physicians (and vice versa) by e-mail and tasks can be effected without pulling medical charts. This has meant that the secretaries do not have to pull the paper charts, place them on the MD's desk, await MD response, pick the charts back up from the desk and then refile them. Staff members do not need to print out office notes and mail them to other physicians. Instead, after reviewing the notes, the MD clicks a tab to fax them to another physician. This also eliminates postage costs. Medications can be ordered or renewed easily and then sent electronically to the pharmacy. Our office has worked with two prescribing services in the past. AMCIS has been by far the most easy to use.

Scheduling can be performed by the patients themselves if they desire. They download forms or information. Patients can enter their own past medical history, medications, allergies, social history and family history into their chart. Obviously, this makes the physician more efficient when collecting patient information. In the near future, AMCIS will assist us in billing as well.

Since AMCIS' benefits permeate all aspects of the practice, the implementation of the EMR in a step-wise fashion by "modules" has been most helpful. Any change in habits, whether good or bad, can create anxiety. Furthermore, different people have different levels of facility with computers. A gradual adoption of the EMR has allowed the staff and MD's to become acquainted with its features without becoming overwhelmed.

#### Controlled costs

We investigated several EMR's. AMCIS was by far the most cost effective package, being at least 1/3 the price of its competitors. Truth be told, this aspect seemed to be its greatest benefit and attracted us to this product. However, the flexibility of a the product is another advantage we underestimated. We have been able to tailor the product according to our needs, instead of tailoring ourselves to the product. Of course, there was a risk in using a smaller company. In reality, this risk was obviated by the person behind AMCIS and MD Web Solutions, Cyril Spiro, MD, MBA. I have found Cyril to be extremely capable and attentive to our office. MD Web Solutions troubleshoots any difficulty we might have almost immediately. The problems have thus far been minor, but to someone with less than a sophisticated knowledge of software, minor problems can seem major. As the company's leader, Cyril delivers a personalized service I have not seen elsewhere. Moreover, as he is an MD himself, we can communicate with him peer-to-peer and know that he truly understands our needs.

I envision an EMR uniting the medical community in this area. The flow of information becomes easier if many adopt the same platform. The potential benefits to patient care would be astounding. I have confidence that AMCIS can play a role in this next evolutionary stage of medicine."

Aimee Yu, MD, FCCP  
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