



**JULIETTE**  
EYE INSTITUTE

ROBERT F. MELENDEZ, MD

# JULIETTE EYE INSTITUTE

## Practice Profile

**The Juliette Eye Institute has an impactful and streamlined mission — to always put patients first.**

The institute has been a pioneer in providing the best ophthalmology care. Its founder, Dr. Robert Melendez, was the first surgeon to offer laser cataract eye surgery in New Mexico. From the very beginning, the institute has been committed to providing the most effective eye treatments and procedures with a top-notch experience for all patients. Today, the institute offers a full suite of eye care services including SMILE, LASIK Contoura, PRK, EVO ICL, Refractive Lens Exchange (RLE), and Laser Cataract Surgery.

## CHALLENGES

Before switching to Nextech, the institute was using an EHR system that was visually appealing but lacked efficiency. Juliette Eye Institute needed a program that would enable its team **to access administrative information faster, navigate through patient records with more ease, and simplify the office's billing process.**

## SEARCHING FOR A SOLUTION

Juliette Eye Institute was searching for a system that wasn't an administrative headache underneath its pretty exterior. Its current EHR was hard to use and a drag on the administrative process. The situation had become unsustainable. **Dr. Melendez heard great reviews about Nextech and decided to make the switch.**



***"It's been night and day from our prior system when it comes to the charting side and the practice management side."***

**Robert Melendez, MD** | Juliette Eye Institute, Founder and Ophthalmologist

# THE NEXTECH DIFFERENCE

## NEXTECH IS INTUITIVE

Integrating a new PM system into practice operations can mean doctors and clinical staff spend hours learning how to use the new program — often wondering why certain features were set up the way they were. With Nextech, that's not the case because of how intuitive the program is. "It is more like the way my brain thinks," said Dr. Melendez. And this intuitive ease wasn't just experienced by Dr. Melendez — **everyone at Juliette Eye Institute found that Nextech streamlined their process and was easier to understand than other systems.**

## LESS AR DAYS, MORE TIME FOR WHAT MATTERS

Nextech has helped Juliette Eye Institute cut down average days in AR, the number of days it takes to collect the outstanding invoice from insurance companies. With its previous system, the amount of self-pay collections averaged 90-120 days. **Now, those collections all take fewer than 90 days due to the ease of accessing patient insurance information in Nextech's PM system.** Instead of chasing down insurance companies for payment, the team now focuses on enhancing the patient experience.

*"The first word that comes to mind when I think of Nextech is 'responsive.' I feel like I'm the true client."*

Robert Melendez, MD

Juliette Eye Institute, Founder and Ophthalmologist

## SUPPORT THROUGHOUT THE IMPLEMENTATION PROCESS

Not only does Nextech's software perform well, it also connects with Juliette Eye Institute's mission to put the patient first — an essential aspect for Dr. Melendez. "With Nextech, I feel like I'm now the actual patient, so to speak," he said. "To have that kind of responsiveness is fantastic." Juliette Eye Institute said the **Nextech team prioritizes its needs and offers extra support if unique challenges arise, making them feel like a true partner** instead of just an account number.

