CONNECTICUT RETINA CONSULTANTS

Practice Profile

Connecticut Retina Consultants, a five-doctor, four-location practice has been serving the New Haven area since 1990. Its clinical team specializes in medical and surgical retinal diseases, including macular degeneration, retinal detachment, and diabetic retinopathy, among others.

CHALLENGES

The practice had been on a generic EMR software for four years. The lack of ophthalmology-specific features made it difficult and frustrating for doctors to use and the ability to customize was very limited. Costly software upgrades also caused disruptive setbacks that erased customizations, and support was slow to respond. Workflows had become so inefficient that it negatively affected patient volumes.

SEARCHING FOR A SOLUTION

Connecticut Retina Consultants looked for a solution that understood the specific needs of ophthalmologists with an intelligent EHR design. Upgrading needed to be seamless and to preserve customizations. Switching to Nextech gave the practice a specialty-specific solution with responsive, knowledgeable support and improved workflows that could help increase revenue.

"We love the template setup in Nextech's EHR software. We can individualize templates for each of the doctors within the practice. Nextech just understands what ophthalmologists need in their practices."

—Mary Baglin, Office Administrator

THE NEXTECH DIFFERENCE

CUSTOMIZATIONS SUITED TO INDIVIDUAL PREFERENCES

After making the switch to Nextech, office administrator Mary Baglin and the rest of the staff saw the benefits of implementing an ophthalmology- specific solution.

"We just could not customize the generic templates of our prior solution to what we needed. The doctors couldn't work and couldn't get anything in the EMR. We stayed on paper charts during the whole experience of being on the generic EMR because the doctors didn't trust it," Baglin explained. "We love the template setup in Nextech's solution. We have five templates for five doctors, and we can add and subtract things as needed."

SEAMLESS, STRESS-FREE UPDATES

Following each software upgrade on the generic EMR, the practice would find itself not only paying extra money, but also wasting time redoing customizations that were erased.

"Every single time our first EMR upgraded, there was always a cost. They nickeled and dimed you to death. Every upgrade, it seemed like we had to go back in and reset," Baglin said.

Thanks to Nextech's cloud-based software, upgrades are simple and painless.

"We've had minimal problems, if any," Baglin said. "None of the upgrades have affected any of our templates, so it's just easier to get around and much clearer."

OPTIMIZED WORKFLOW BOOSTS PATIENT VOLUME

An EHR's usability affects the entire practice. For doctors, the more time spent working through the software, means less time spent with the patient.

At Connecticut Retina Consultants, Dr. Wayne I. Larrison saw approximately 20 patients per day using the previous software. After switching to Nextech, his patient volume received an 80% increase.

"We're much more efficient on Nextech's platform," Baglin said. "We've increased our patient flows with Dr. Larrison, and we've been able to do that because of having an EMR system like Nextech."

EXPERT SUPPORT IN A FLASH

Lengthy wait times to receive support for logged issues on the previous system hindered the practice's day-to-day operations. With Nextech, turnaround time is minimal.

"I've had an answer within a day of asking them to change something," Baglin said. "The support is phenomenal. They pay attention to what the doctors are requesting and what their needs are. Going from 'customer no service' to Nextech's customer service is wonderful and has made our lives easier."

+80%

Patient Volume Per Doctor

Intuitive EHR streamlines workflow for more efficient patient interactions.

Nextech

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