



## Practice Profile

**Practice Profile:** Southern Retinal Institute is an ophthalmology practice dedicated to providing excellent patient care. When they first started off, Southern Retinal Institute needed an efficient EHR and practice management system that would free up time to focus on growing the business, so they chose Nextech's suite of Ophthalmology-specific solutions. Since then, Dr. Patrick "Sean" O'Sullivan and his wife and practice manager, Jennifer O'Sullivan, have grown the practice to two locations in the New Orleans area. Since 2018, **Nextech has served as a long-term partner throughout the growing pains of expanding the practice.**

### CHALLENGE

Before using Nextech, Southern Retinal Institute used a couple other EHR products. With these products, the administrative process was not as smooth and quick for their team and patients. This changed with the switch to Nextech. **Now, Southern Retinal Institute is able to streamline the billing process, better track changes made by administrative staff, and improve the overall patient experience.**

### A LONG-TERM SOLUTION

As the practice has grown over the years, their EHR needs have also changed. To their surprise, **Nextech accommodated any and all changes at each stage of the practice's growth.** With constant improvements based on user-feedback, Nextech has grown with the practice and offers more benefits with each passing year.



*"Nextech actually cares about their clients, and they want to make the product better."*

**Jennifer O'Sullivan,  
Practice Manager**

# THE NEXTECH DIFFERENCE

Since implementing Nextech, the providers and staff of Southern Retinal Institute have seen nearly immediate results.

## Constant Improvement with Minimal Effort

It's natural for practices to face different challenges over time. In the past, other EHRs haven't been able to keep up with Southern Retinal Institute's changing needs. Since they switched to Nextech in 2018, this hasn't been the case. **With each new Nextech update, the program has become far more efficient, and their practice is better able to track crucial patient information.**

## Works Well with Other Vendors

Nextech is not the only outside vendor that Southern Retinal Institute uses. Over the years, Nextech has quickly shared necessary data with other vendors, only improving workflow for the Southern Retinal Institute. **Their billing provider has been so impressed with Nextech's functionality, they're now recommending other clients switch over too.**

It's not only billing which has improved. The vendor they use for client communication also syncs well with Nextech's patient information. This is especially important for the

O'Sullivan's since their practice is located in Louisiana and often faces hurricanes. **With Nextech, their communication vendor can access patient contact information faster** and send out messages warning clients against coming into the practice during inclement weather.

## Improved Patient Experience

One of the reasons Southern Retinal Institute first chose Nextech—and one of their favorite reasons to use it today—is how it improves the patient experience. The O'Sullivan's have committed to providing the best patient care possible and Nextech helps them achieve that mission. **Since switching to Nextech, a smoother, easier patient flow has been a constant at Southern Retinal Institute.**



Jennifer O'Sullivan,  
Practice Manager

## Bottom Line: A Strong Recommendation

*"The more efficient you are with check-in and checkout, and with documentation in the exam room, the more you can engage with people, resulting in a much better patient experience. With Nextech, all our processes are so much easier. Simply put, you don't have to work hard to accomplish what you want. They're very intuitive, that's something we've really enjoyed."*