



Practice Profile

Vitreoretinal Institute (VRI) is a retina-specific chain of ophthalmology practices with locations in Baton Rouge, Alexandria, and Gonzales, Louisiana. The physicians and staff at VRI provide a complete range of diagnostic services and highly specialized treatment for patients who have diseases and injuries to the retina or vitreous with modern diagnostic and treatment capabilities.

VRI offers a complete range of angiographic services necessary to properly diagnose and monitor the progression of retinal diseases. VRI is also a major resource for diagnosing, monitoring, and treating diabetic retinopathy — a leading cause of blindness in adults.”

SEARCHING FOR SOMETHING BETTER

Leading the search for a new EHR solution was VRI Office Manager Lauren Duplechin. After using the same EHR for 20 years, they found it outdated—so much so that it was hindering their ability to efficiently attest QPP measures and maximize MIPS scores, among other things.

VRI’s search for a new solution began in 2018, and they took their time evaluating alternatives — seeking out a new platform that could better serve the needs of

their practices. “Nothing I saw was as specialty-focused as Nextech EHR. We also really liked the design of the workup—it had a very easy flow that our staff loved. And the fact that we could customize everything was a big benefit,” said Duplechin. Between Nextech’s specialty focused EHR and regulatory capabilities, VRI knew they found their new solution.

“Nextech trainers were amazing at helping us through all the levels of product education.”

Lauren Duplechin
VRI Office Manager

THE NEXTECH DIFFERENCE

Remote Implementation Made Easy

The timing of VRI's implementation with Nextech coincided with the beginning of COVID-19. **Due to travel restrictions and safety concerns, Nextech presented VRI with a remote implementation option.** "We had initially planned to take our time with the rollout. But when COVID hit, we realized we needed to do it now," explained Duplechin, "We had to be up and running quickly and Nextech got it done for us. They made it happen in an unbelievably short amount of time."

Although VRI was nervous about remote implementation, **the process of onboarding with Nextech was simple.** "We were worried if implementation would work without having in-house training," said Duplechin. However, thanks to Nextech, there was nothing to worry about. "Our Nextech trainers were amazing at helping us get through

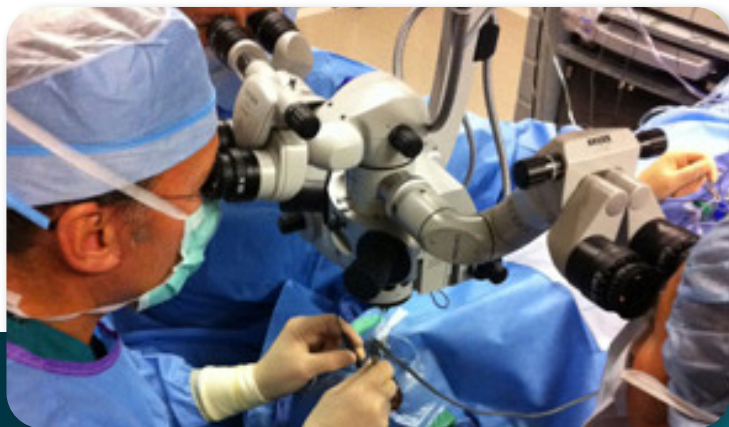
all the levels of product education while making sure we understood everything," said Duplechin.

Having undergone the process of remote implementation, VRI now feels it was the best viable choice for them: "It went smoothly for us. I think for any practice that has multiple offices; it is honestly a better way to do it."

An Immediate Difference with Nextech

Since completing their remote implementation, the team at VRI **immediately saw and felt the benefits of having a specialty-specific EHR like Nextech.** According to Duplechin, "Our charting is so much better, and our staff's coding has improved. We've seen improvements all around."

In addition to improved charting efficiency and accuracy, the team at VRI saw significant time savings per patient because of reduced workup times with Nextech EHR. "Our workups have become super-fast. We've been able to reduce workup times by 15-20 percent," Duplechin explained. "Our team is averaging a 5-7-minute workup right now, with plans to have them down to a solid 5-6 minutes per patient."



BOTTOM LINE: A Strong Recommendation

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Lauren Duplechin
VRI Office Manager