



# EPSTEIN PLASTIC SURGERY



## Practice Profile

Dr. Mark D. Epstein is one of the most renowned plastic surgeons in the New York area. **He has been in practice for 28 years and has a state of the art facility in Long Island.** He is a dual-board-certified plastic surgeon (American Board of Plastic Surgery and American Board of Surgery) with additional qualifications in surgery of the hand. **He has received the honors of Top Doctor in New York Metro Area consecutively from 2020-2022 and Top Doctor on Long Island from 2021-2022.**

### COMPLICATIONS ARISE WITH GENERIC EMR

Dr. Epstein had used a few different aesthetic EHR systems prior to coming to Nextech. **His practice was experiencing issues with their former vendors' patient portal and**

**could not get it to work properly.** It took its toll as patients were being held up in the office by nearly 30 minutes to do paperwork.

**“When you do a consult, you have a much better chance of closing a consult and booking a surgery if the patient visit is under an hour.”** said Dr. Epstein.

**His ambulatory surgery center was also lacking the capability to use the prior EHR due to lack of an ASC integration,** which meant they were stuck charting with paper and lacking efficiency.



***“Implementing Nextech was one of the best moves I’ve made in my practice. I now have an amazing EHR—and my staff absolutely loves it.”***

**Mark Epstein, M.D. | Epstein Plastic Surgery**

# THE NEXTECH DIFFERENCE

## Improvements Across the Board

After seeing Nextech's fully integrated solution at the The Aesthetics Meeting, Dr. Epstein decided to make the switch. He is now able to take advantage of Nextech's cloud-based solution that integrates with his ASC and also improves his patient intake process with a top-notch patient portal. He indicates that patient communication has improved tremendously, and that patient wait times have been reduced significantly.



**PATIENT CONSULTS ARE COMPLETED  
IN UNDER AN HOUR**  
since implementing Nextech



**INCREASE IN CONSULT  
TO BOOKINGS CLOSURE RATES**  
since implementing Nextech

## From Skeptic to Savant

The successful transition to Nextech has been fantastic for Dr. Epstein's practice. **Even the anesthesiologist in his ASC, who was initially reluctant to use a new EHR, now loves Nextech.** She can remotely access all records and find out the history of a patient before she sees them, which makes the pre-op assessment process much better.



### **BOTTOM LINE: A Strong Recommendation**

*While change is inevitable, the conversion to EMR comes with the price of learning a new skill. Therefore, when we transitioned to the Nextech EMR, I anticipated the change with reluctance and a healthy dose of pessimism. Nextech would be my fourth EMR; and, all the preceding EMR's had been cause for great frustration and replete with technical failures. Much to my surprise, **the Nextech EMR is a racehorse: lean, clean and reliable.***

**Adrienne Levy, M.D.**  
Epstein Plastic Surgery | Anesthesiologist