



McKnight
Eye Centers

McKNIGHT EYE CENTERS

Practice Profile

Located in the surrounding Kansas City, Missouri area, McKnight Eye Centers offers comprehensive eye care ranging from routine exams to advanced cataract surgery.

As a single-location ophthalmology practice, McKnight Eye Centers houses four doctors and 30 staff members committed to treating patients like family. In order to match the practice's accessible and straightforward approach to healthcare, McKnight Eye Centers sought an EHR that held those same values.

Unfortunately, the practice's first solution, NextGen, failed to meet expectations. After another EHR search, McKnight Eye Centers quickly discovered the benefits of selecting Nextech EHR, an ophthalmology-specific solution developed by Nextech.

"Documentation is a lot better [with Nextech] simply because of the amount of information Nextech EHR possesses as an ophthalmic-based EHR."

Erin Grisafe

McKnight Eye Centers, Practice Administrator



COMPLICATIONS ARISE WITH GENERIC EMR

For approximately 18 months, McKnight Eye Centers, a single-location ophthalmology practice, dealt with the frustrations that came along with NextGen's EMR solution. "With NextGen, it's more hospital-based EMR," said Erin Grisafe, Practice Administrator of McKnight Eye Centers. "Ophthalmology is just a pea-sized portion of NextGen, so if you're not really in a hospital, it had so much stuff that really didn't pertain to us. It didn't take long before the doctors really hated it."

Software upgrades also became frustrating, time-consuming, and expensive because it was the practice's responsibility to customize it to fit their workflows, rather than being intuitively designed with the ophthalmologists' needs in mind. And there was no guarantee those customizations would remain after NextGen upgraded their EMR, wasting valuable time and money. "When NextGen upgrades, not only do you have to pay for the upgrade and pay your IT to be there to monitor the upgrade, you also had to build your own templates with NextGen," Grisafe said. "There was always a possibility that your templates wouldn't stick and you would have to completely redo them with every upgrade. It was a huge issue."

THE NEXTECH DIFFERENCE

Since implementing Nextech, the providers and staff of McKnight Eye Centers have seen nearly immediate results.

Intuitive Structure

In the practice's search for a specialized EHR after ditching NextGen, it wasn't long before Grisafe heard of the success other local practices in the surrounding Kansas City area were having with Nextech's EHR Solution.

After speaking with fellow administrators and colleagues, Grisafe and McKnight Eye Centers made the switch to Nextech EHR. **"Nextech EHR has helped tremendously because it just makes sense for your specialty in regard to the order of the templates, workups, and how everything is laid out," Grisafe said.** "The flow of NextGen was not good and took longer to filter through since it was a hospital-based EMR."

Worry-free Upgrades

Upgrades are no longer an issue for McKnight Eye Centers. Nextech's cloud-based solution automatically upgrades without any disruption to day-to-day operations, saving the practice valuable time and money.

"It's super easy whenever there is an upgrade. They typically perform the upgrade on a Saturday evening, and we never notice any issues on Monday morning," Grisafe explained.

Increased Efficiency

Since generic EHRs cater to numerous medical specialties, they lack an intuitive design that specifically aligns with an ophthalmologist's needs and likely provide less support in regard to documentation. **Nextech EHR's knowledgeable setup paves the way for quicker documentation and more efficiencies across the board.**

20% Average time savings per patient visit as a result of improved charting and scheduling.

It provides only relevant choices to the particular patient condition, dramatically shortening the pick lists and placing the most relevant findings near the top. "Documentation is a lot better simply because of the amount of information Nextech EHR possesses as an ophthalmic-based EHR," Grisafe said.

"You can click on whatever you want instead of free typing, which makes it more efficient versus a scribe or technician free typing in their own words."



BOTTOM LINE: A Strong Recommendation

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