



OPHTHALMOLOGY ASSOCIATES OF FORT WORTH



Practice Profile

Ophthalmology Associates of Fort Worth is a multi-specialty, multi-location practice that's served the greater Fort Worth, Texas area for more than 50 years. They are staffed by more than sixteen board-certified ophthalmologists and therapeutic optometrists, as well as JCAHPO-certified support staff. In recent years, they have treated more than 12,000 new patients, performed 154,000 exams and successfully completed 10,000 surgical procedures.

CHALLENGE

Faced with the challenge of directing operations for multiple high-volume locations, managing partner Dr. Brian Flowers, M.D. and practice administrator My Le found their pre-existing practice management system could no longer keep pace with their rapid growth.

SEARCHING FOR A BETTER SOLUTION

Having been Nextech EHR users for many years, they turned to Nextech's fully-integrated Practice Management solution to provide their expanding practice with a scalable and complete enterprise solution that could support their growing needs.

"We wanted something with a clean look and easy to understand interface that fully integrated with our EHR to simplify our processes. Considering all of that, Nextech PM was the obvious choice."



THE NEXTECH DIFFERENCE

Since implementing Nextech, the providers and staff of Ophthalmology Associates of Fort Worth have seen nearly immediate results.

Managing Multiple Locations & Providers

With so many providers working at a multitude of locations, the team at Ophthalmology Associates of Fort Worth found that their previous practice management solution was ill-suited to the complexities of their daily scheduling.

"I like that the scheduler is based around the doctor, whereas our old solution's scheduler was based around the location," said Le. "That caused confusion when one doctor had appointments at more than one location in a week.

Nextech has saved us a lot of time and confusion with scheduling." It is also designed for scalability and gives the practice the ability to make required updates and changes based on business needs as they grow. "With Nextech, it is in our control to add new resources and locations. That was a big selling point for us," said Le. "With our previous solution, you had to send off a request to do that and it seemed to take forever for them to get it done."

Features for Success & Growth

Not long after implementing Nextech's fully-integrated practice management, the team at Ophthalmology Associates discovered the multitude of benefits such a system offers.

Efficiency has improved with Nextech's integrated patient portal. "The front desk loves it. The online patient intake form on the Practice+ portal is solid gold. Before we switched, our doctors were begging for something that would allow patients to update their information online and then have it go automatically into the chart. This workflow improvement has definitely increased efficiency."

They have also experienced improvements with billing and payment processing. "We can apply payments **immediately now, which is a huge improvement over what we had to do with our previous solution.**

A Fully-Integrated Future with Nextech

"Nextech pays a lot of attention to their customers," said Le. "Just go to one of their user conferences and you will see how interested they are in getting feedback so they can make their products even better. That's so important. You need to know you are partnering with a company that actually cares about your needs and wants to know how they can better support your business."

*"How many doctors can say they love their EHR? That is not a common thing. With every chart, when I walk out of a room with a patient, I am done with it. **After-hours charting is a thing of the past with Nextech's integrated system.**"*

—Dr. Brian Flowers, M.D.

As Ophthalmology Associates of Fort Worth continues to grow, they can do so with confidence and ease, knowing that Nextech's solutions and implementation methodology will be able to support them every step of the way. "**Training and implementation with Nextech are both fantastic,**" said Le. "The hands-on approach used in Nextech's training program is stellar. Having somebody here to run us through everything, to observe our workflows and see how our practice runs and then help us optimize how we use the system was like nothing I'd experienced before."