

GROCHMAL EYE CENTER

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- Stephanie Hall, Office Manager



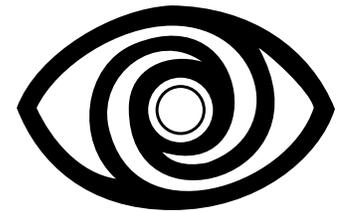
PRACTICE PROFILE

For over 40 years, Grochmal Eye Center has been providing compassionate eye care with a personal touch for the patients in the Baltimore metropolitan area. Grochmal Eye Center, headed by Dr. Jay C. Grochmal, is a full service ophthalmic and optometric center that can meet any eyecare need using the most advanced tools and techniques at their state-of-the-art office.

In addition to comprehensive eye exams and screening for conditions such as macular degeneration, Grochmal Eye Center specializes in cataract surgery and glaucoma procedures. The practice also offers oculoplastics to reconstruct damaged or diseased eyelids, eyebrows, or the lacrimal system. They also provide non-surgical cosmetic treatments to restore appearance with little to no downtime including botox, IPL laser treatment, and radio frequency treatment.

After struggling with EHRs that did not suit their practice's unique needs, Office Manager Stephanie Hall knew it was time for a change. Her search led her to Nextech's ophthalmology-specific EHR and PM along with the fully-integrated Payments solution.

“Over the years, we used two different EHRs before switching to Nextech,” Hall explained. “We started with Compulink and then used AdvancedMD. Neither of those systems had the user-friendliness or ability to customize like Nextech. They also weren't ophthalmology-friendly.”



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TRANSITION

Easy Data Conversion & Simple Switchover

Like many practices, the providers and staff of Grochmal Eye Center were concerned that the switch to Nextech would involve a difficult and convoluted data conversion process. They were pleasantly surprised to discover that was not the case.

“Getting all of our data transferred from our old system over to Nextech was surprisingly easy,” said Hall. “That was definitely a plus as we'd expected it to be far more complicated than it was.”

After go-live, Hall chose to have the practice reduce patient volume at first. However, this didn't last long. As she explains, “We reduced our patient load when we went live with Nextech, but only for the first week. After that, we went right back to full volume with no problems.”



SOLUTION

Faster Documentation

Soon after the implementation of Nextech, Grochmal Eye Center experienced an immediate improvement in the speed of their documentation that eliminated their need for scribes.

“We used to spend so much time with documentation,” Hall said. “Dr. Grochmal would write everything out by hand and our scribes would have to go enter that into the EHR later because it took too long for them to do it during visits. Now, the doctor can just enter the information as he goes through his day. This has made charting faster and eliminated confusion as to where certain information is located. Also, we no longer need to use scribes.”

As a result of this improvement in documentation, Dr. Grochmal is charting faster than ever. As Hall explains, “Dr. Grochmal is charting about 25 percent faster than before we had Nextech.”



RESULT

More Patients & Faster Collections

Faster charting has allowed them to see more patients in a day. As Hall said, “Since implementing Nextech, we are seeing 10-15 percent more patients per day than we were able to with our previous EHR solutions.”

They also found that collecting money from both patients and insurance companies has become faster and easier, with the combination of an EHR that is fully integrated with a PM and Payments solution.

“I think Nextech is the most user-friendly solution I’ve seen when it comes to claims management and dealing with insurance,” Hall said. “It’s very straightforward so there’s no second guessing as to what the problem is when issues come up with a claim. It’s so easy and simple now to apply payments and submit claims to insurance companies.”

Their use of Nextech’s fully-integrated Payments solution has further expedited collections, getting revenue flowing into the practice even faster.

“Nextech Payments has simplified our collections process,” Hall went on. “We can receive insurance and patient payments on the same platform because it’s all integrated. We can collect balances as soon as patients come in for appointments. We just click a few buttons and it’s done. We aren’t forced to use a separate third-party solution anymore, which means no more redundant data entry.”

RECOMMENDED FOR EFFICIENCY & EASE OF USE

“I would definitely recommend Nextech to other practices,” Hall concluded. “It’s extremely efficient, so you’re not wasting your time. The user friendliness lets you be more in contact with your patients during the day instead of struggling with software.”

