



# LODEN VISION CENTERS

## Practice Profile

Loden Vision Centers’ mission is to provide advanced vision technology and the best possible care while exceeding patients’ expectations in every way. This is and has always been their guiding light since opening their first location in Nashville, Tennessee in 1999.

### GROWING PAINS

For over two decades, Loden Vision Centers has continued to grow to include five convenient locations in and around the greater Nashville area. With growth, however, came increasing issues with their EHR solution. Clinical Director Meghan Kriner knew this troublesome situation could not continue, leading her on a search for the best possible EHR solution for Loden Vision Centers.

“Our previous EHR had **too many confusing tabs** and no way to view everything at a glance. You had to constantly navigate between windows to see all necessary info. **There was no ease of use. There was no customization.** All the doctor profiles were exactly the same, regardless of specialty,” said Kriner. “When they offered us an upgrade, we let them demo it for us and the functionality was as bad as ever. So, we had a decision to make—pay for the upgrade or invest in something better. We chose the latter.”

### SEARCHING FOR SOMETHING BETTER

Meghan Kriner performed her due diligence before making a decision, looking at multiple EHR options and comparing them closely. **In the end, she found that only Nextech offered all the features and technology they needed.**

“We looked at both ModMed and NextGen before choosing Nextech. Our choice of Nextech came down to a few things. **While Nextech does have iPad functionality,** we already had computers established in all the rooms. Choosing ModMed would have required a big technological change on our part. Next, it came down to clicks. There were just too many clicks required for both the ModMed and NextGen systems. **With Nextech, you also have the option to click or type, and we wanted that kind of flexibility.”**

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**Meghan Kriner**  
Loden Vision Centers, Clinical Director

# THE NEXTECH DIFFERENCE

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

## Increased Efficiency

Specifically, they are now able to **document encounters in nearly half the time, allowing them to see roughly twice the number of patients per day.**

"We currently perform 3-4 tech workups per hour, and we now use that as a benchmark," Kriner explained. "Previously, we were barely doing half that at about 2 workups per hour. We've roughly doubled the number of patients we can see in a day."

In addition to increasing efficiency in documenting patient encounters, navigating the system is also easy and efficient. "The interface and layout let us **view all pertinent information on one page with just a simple up-down scroll,**" Kriner said. "The customizable tabs in the header make sense and are easy to find. Everything is at your fingertips, so you aren't forced to go through a chart page-by-page to find what you need."

## Optimized Workflows

Nextech EHR has also improved process and workflows at Loden Vision Centers while empowering Kriner to better track day-to-day operations in near-real time.

"The workflow page lets us track patients far more accurately," she explained. **"It helps us identify workflow issues,** such as techs taking longer than others to do workups or having issues at testing. We can see if a certain patient's visit is taking longer than normal, and what parts of the visit were responsible for that—waiting room time, waiting in the exam room for the doctor, etc. **We have a much easier time figuring out where these sorts of hiccups are happening and find ways to make sure they don't continue."**

## All Locations Connected

**With Nextech, everything is connected.** This means Loden Vision Centers can track what's happening with any of their five locations, at any time and from anywhere.

**"It's great being able to see workflows for all of our locations.** I can get a bird's eye view of any office in our organization from any one location. This helps me keep track of what's happening at any point in the day, identify when certain locations are having holdups, and figure out what's causing delays."



## BOTTOM LINE: A Strong Recommendation

*"I would recommend Nextech to other practices (and I have). You just can't beat the ease of use and the convenience of that single-page layout."*

**Meghan Kriner**

Loden Vision Centers, Clinical Director