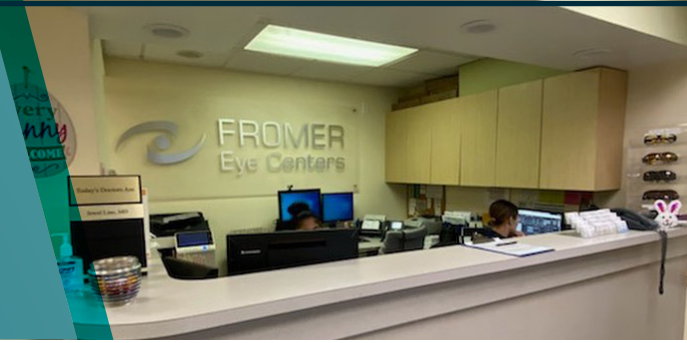


FROMER EYE CENTERS

"We are able to better track patients from the moment they step into our office, so we can facilitate their appointment throughout our practice by knowing exactly where they are in our office."

- COO Dr. Marina Su



PRACTICE PROFILE

Fromer Eye Centers provides comprehensive eye care utilizing state-of-the-art modalities and treatment options. Their physicians are board-certified ophthalmologists and optometrists who have earned national reputations as top clinicians and educators. They offer treatments for cataracts, macular degeneration, diabetic retinopathy, glaucoma, corneal disorders, retinal detachments, uveitis and dry eye syndromes. Their specialists are trained in cosmetic and reconstructive surgery of the eyelid. They also provide comprehensive examinations for eyeglasses, contact lenses and laser vision correction. They offer services in multiple subspecialties, including retina-vitreous, glaucoma, oculoplastics and eyelid reconstruction, and more.

The providers and staff at Fromer Eye Centers have been using Nextech EHR and Practice Management (Nextech PM) for about 6 years. Among the main reasons for choosing and keeping these solutions were the high levels of customization and integration.

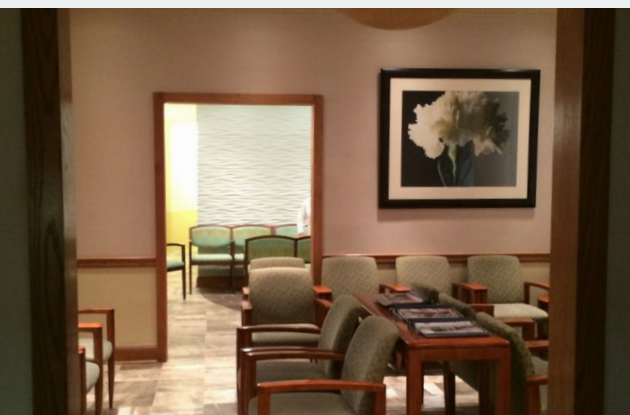
"We chose Nextech EHR with PM due to the integration it provided," said COO Dr. Marina Su. "We've been very happy with it. Our previous EHR system hardly allowed for any customization, and it did not tie in with the backend operations of our practice. We also couldn't get our EHR to link up with the finance end of our business."

A NEED FOR CUSTOMIZATION

The providers and staff at Fromer Eye Centers have benefited greatly from the high level of customization available with Nextech EHR and PM. The multilocal nature of the practice means that each office has its own unique needs, which were not being met by their previous solution.

"Nextech has made it possible for us to customize so many of our features," said Dr. Su. "That's been huge for us. We have different services available at different locations, and we can customize the layout to suit each office."

This has had the added benefit of improving their onboarding experience while ensuring each doctor has a workflow that suits his or her specialty/subspecialty. As Dr. Su continued, "We can also create custom profiles for each subspecialty. So, the moment we put a new doctor into the system, we can copy over the profiles for his or her subspecialty. From there, new doctors can customize it to their preferences."



WORKFLOW IMPROVEMENTS

"Everything has improved," said Dr. Su. "The workflow actually flows with Nextech. I can see what's going on at all our different offices at any given time and day, right down to what's happening with individual providers and staff at each location. I can now work very quickly between our offices."

In addition to a better grasp of daily operations, Dr. Marina Su and the other providers at Fromer Eye Centers have also experienced time savings due to the elimination of loading delays. As she explained, "On our previous system, there was an annoying delay when we were loading previous exams. With Nextech there is no delay at all. This has really expedited things for us. On the user side, that in itself was worth the switch."

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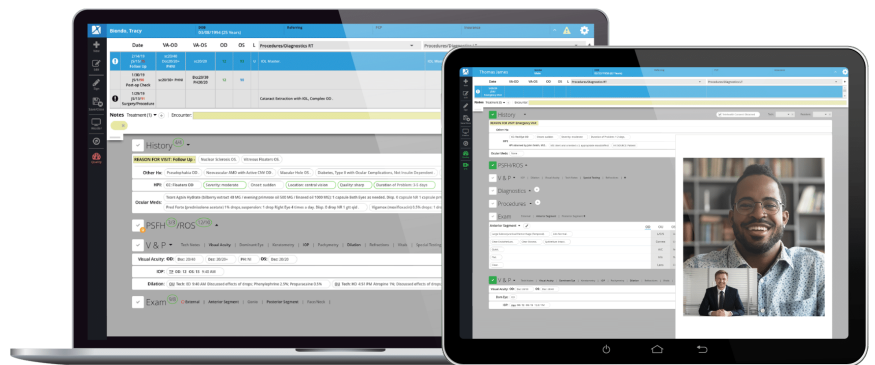
A BETTER PATIENT EXPERIENCE

"We are able to better track patients from the moment they step into our office, so we can facilitate their appointment throughout our practice by knowing exactly where they are in our office," Dr. Su explained. "This improves the patient experience as we can utilize our spaces more efficiently, especially during the pandemic when patient spacing within our office spaces was critical."

This improved patient experience, and the mobility of the system, means the providers can better focus on the patient during the visit. As Dr. Su explained, "In the exam room, the time I spend on the record has been decreased significantly due to the user friendliness, which allows me more face-to-face time with my patients. I no longer have to turn my back on them to type things in."

UNBEATABLE SUPPORT

"The support teams at Nextech have just gone from good to great with each passing year," said IT Manager Ted Sirisewakun when asked about the practice's support experience. "With our previous provider, we were on hold for up to an hour. The experience with Nextech is nothing like that. They respond quickly and will try their best to resolve issues right away. If they cannot, they'll escalate the call to the next tier and always get back to us quickly."



A SOLID PARTNERSHIP

"We've had such a solid partnership with Nextech over the years," concluded Dr. Su. "They've always done their best to accommodate our needs, even with a group with as many practices as ours. Nextech EHR is a great program that integrates with a very useful PM software platform."