

SALVAY VISION

“Based on a post-go-live follow up meeting, our rejection rate is down to about 2 percent.”

- Dr. David M. Salvay, MD, PhD



PRACTICE PROFILE

When opening his established ophthalmology practice in Newport Beach, California, Dr. David M. Salvay, MD's primary focus was to ensure he was able to deliver an excellent patient care experience. To accomplish this, he believed clear communication and efficient processes would be key to providing personalized care that could be tailored to each of his patient's individual needs.



CHALLENGE

Frustration and Wasted Time

When Dr. Salvay left his previous practice to open his own, he did not wish to bring the same headaches he experienced with the EHR and Practice Management at that facility. His experience with the previous system had been poor, and he'd struggled daily with multiple inefficiencies that led to slow charting speeds, excessive clicks, and lost time.

“The most problematic issue I had with the previous solution was the interface design,” said Dr. Salvay. “You had no choice but to click through a lot of screens because the chart format was not in a single-page flow. For just one exam, you had to click through multiple tabs to get to everything you needed. All those clicks added up to a lot of wasted time.”

Slow loading speeds and excessive clicks led to lost minutes with every visit, adding up to additional hours each week that had to be dedicated to catching up on documentation.

“I was wasting 3 to 5 minutes per encounter just on the chart loading,” said Dr. Salvay, “because there were so many reloads that had to take place. It was an enormous time suck.”



“Nextech allows me to have my chart completed before the patient leaves the room.”

TRANSITION Support That Shines

During implementation and after go-live, Dr. Salvay has been extremely impressed by the attentiveness and responsiveness of Nextech's award-winning technical support team.

"Nextech really shines when it comes to customer service," said Dr. Salvay. "With our previous solution, I was on hold for a minimum of 15 minutes before I even spoke to a live person, and rarely would they actually solve my problem during that conversation. Nextech's live support is the complete opposite of that, and it has been a huge benefit for us."

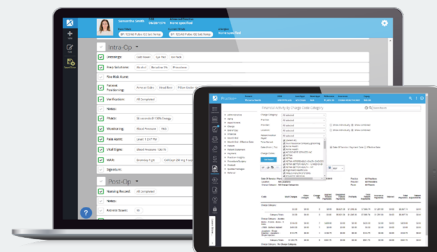
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SOLUTION

Faster Charting and a Better Patient Experience

"Nextech allows me to finish charting before the patient leaves the room," said Dr. Salvay. "I no longer have a mountain of incomplete charts at the end of the day like our previous solution, which limited the number of patients I could see in a day. I had to plan an additional 3-5 minutes per encounter just for documentation. I get through the entire charting process, including coding and referral letters, in under two minutes with Nextech."

The benefits went beyond simply saved time. Dr. Salvay has also seen improvements to patient engagement during exams. "There's definitely been a positive impact on patient experience," he said. "Anything that allows me to spend more face time with a patient is a bonus, and I'm sure patients sensed my frustration with the slow load times of our previous solution."



Entire charting process is under



RESULT

Integration Leads To Billing Improvements

His new integrated system has also allowed his new practice to experience simplified billing processes and significantly reduced rejection rates.

"My biller has nothing but praise," Dr. Salvay explained. "Based on a post-go-live follow up meeting, our rejection rate is down to about 2 percent. With an integrated solution like this, the codes pass directly from EHR to Practice Management as soon as I finalize a note. My biller just takes over from there, which means I don't have to worry about it."

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A PARTNERSHIP IN SUCCESS

Starting a new practice can be stressful, with many hard decisions to make. For Dr. Salvay, however, selecting Nextech's integrated solutions was one choice he could be confident in. As his practice grows and his needs expand or change, Nextech will be there as a partner to support his ongoing success.