

VANCE THOMPSON VISION

"The integration of Nextech into our practice has created new efficiencies for our doctors and team. We are able to chart quicker while in the room with the patient and respond faster to records requests because everything is at our fingertips anywhere we are."

- Susan DeGroot, Clinic Director, Montana



PRACTICE PROFILE

Vance Thompson Vision operates with the goal of offering world class surgical care for every single patient. This is the driving force behind everything they do—investing in the latest technology, leading cutting-edge vision research studies, and training/hiring the most experienced and proven surgeons and supporting staff in the eyecare world. Their commitment to patient education, communication, and fully-customized treatment plans are just some of the ways they strive to accomplish their main goal of world class care for every single patient, every single day.

After years of practice growth, Vance Thompson Vision leadership realized they needed an EHR solution that could expand with their needs. Montana Director, Susan DeGroot, explains, "We've been around for over thirty years. In the last six years, however, we've added six more locations. A couple of years ago, we asked the team how to make their work lives even better. The most common answer was EHR."

Vance Thompson Vision Spans the Upper Midwest.



CHALLENGE

Selecting an EHR that could Support Practice Growth

Over the years, Vance Thompson Vision had seen other practices struggle with EHR systems they did not like, and then struggle yet again as they tried to switch to something better. This was not an experience they wanted for the practice, so the team did a lot of research before deciding on Nextech's ophthalmology-specific EHR.

"We only wanted to make the transition to EHR once," DeGroot said. "Around the end of 2019, we had a new practice join our work family that was already using Nextech, and we got to see firsthand how well it served their needs. After looking at various other solutions and various departments comparing them, our team collectively decided Nextech EHR would be the best thing for us."



"After looking at other solutions and various departments comparing them, our team collectively decided Nextech EHR would be the best thing for us."

TRANSITION

Implementation Efficiency is Key

Vance Thompson Vision wanted to be sure that the training and implementation was performed in such a way that everyone was able to use the new system proficiently.

"We implemented one location at a time so that one group could learn from the other. Setup was a real team effort and Nextech's implementation process ensured we had adequate training and that everything was configured the way we wanted it. We used an online training platform for our implementation due to the pandemic and teams not being able to be onsite at our clinics, the Nextech implementation team was still able to give us live feedback as if they were in the room with us. The implementation team's real-world knowledge in ophthalmology and working in clinics was useful for our teams to help us brainstorm."



Susan DeGroot | Clinic Director

SOLUTION

Maintaining the Best Possible Patient Experience

"Patient experience is a pillar of our practice philosophy," DeGroot explained. "That was a big consideration. Nextech EHR makes it possible to always see where the patient is at during any point of the visit. We can keep track of how long a patient has been waiting, and keeping wait times to a minimum is very important to us. We can also easily monitor how long visits are taking. Before we made the switch, we were doing this manually by sticking notes on doors."

Vance Thompson Vision cares about the total patient and takes their favorites into account to make them feel special. "We can make notes in the system about our patients so that we can identify things that help us strengthen relationships, such as patient likes or dislikes or important life events," she went on. "Whereas before we had to dig through a stack of previous charts to find this kind of information. Because of this functionality and access, we are able to delight patients even more."



RESULT

Efficiency Improvements

"Moving away from paper has definitely improved efficiency for our entire team, from our first impressions team to our business office and everyone in between," said DeGroot. "Any member of the team can pull up a record at any time, no matter where they are in the practice or at what location. Our team isn't chasing down charts anymore, and that's a huge timesaver."

Not only has charting been streamlined, but the referral process has also been simplified by leveraging Nextech's automatic letter generator.

"Automatic letter generation has been a big win for our team," she went on. "Previously, a doctor would dictate the letter, then someone would have to manually print it out and mail it. Now, we have customized letters that are automatically ready for us when we need them. We just click a few buttons and we're ready to go."

"Nextech EHR makes it possible to always see where the patient is at during any point of the visit."
