



MEDICAL EYE SPECIALISTS

Practice Profile

Medical Eye Specialists was the first ophthalmology practice in Bozeman, Mont. Their team of eye care experts specializes in comprehensive eye care, from annual exams and contact lens fittings to medical and surgical treatments and LASIK surgery. Eyelid & cataract surgeon Dr. Angela Watkins is fueled by her passion for ophthalmology to remain committed to excellence and the care of her patient community.

CHALLENGES

Before implementing Nextech in 2019, the team at Medical Eye Specialists were using paper charts and paying for a dictation service. Their daily workflow was inefficient and slowed down by manually maintaining paper copies. Further, their technology system was more of a database and not true practice management software. It did nothing with compliance and MIPS reporting and was not built for the needs of an ophthalmology practice.

SEARCHING FOR A SOLUTION

Medical Eye Specialists needed software that could be customized to their ophthalmology needs and incorporated EHR technology to help them efficiently deliver quality patient care. Switching to Nextech gave them an integrated EHR and PM solution that improved operational efficiency to help the team access their patients' information with ease. As their business grew and the practice transitioned to a bigger building, Nextech software easily scaled to match their expanding endeavors.



"I recommend Nextech's EHR and PM to other ophthalmic practices and providers. Our experience has been quite positive. Compared with other EHR software that I have used, this EHR is far superior for our ophthalmic practice."

—Dr. Angela Watkins, Medical Eye Specialists

THE NEXTECH DIFFERENCE

OPHTHALMOLOGY-SPECIFIC SOFTWARE

In previous locations, Dr. Watkins used software that was not tailored to ophthalmology, having to adjust systems made for other fields like nephrology and pulmonology for the unique needs of her specialty. With Nextech at Medical Eye Specialists, she is able to bypass that and generate templates for various types of sub-specialty patients.

"With non-specific software, it takes a long time to get it set up the way you want it," Dr. Watkins said. "It's nice to be able to start from an already condensed database of relevant material."

AN EHR BUILT FOR OPTHALMOLOGY

Nextech's EHR optimized the practice's clinical process. The ophthalmology-specific charting and intuitive workflow screen made it easy to track patients and increase their volume of consultations. Even after moving into the new building with more rooms and more patients, maintaining charts and accessing patient info was simple.

"Having a digital workflow has helped us move more patients through and easily keep track of it all, which has really helped us scale the business," Watkins said.

INCREASED ADMINISTRATIVE EFFICIENCY

A poor practice management system makes administrative responsibilities difficult to complete and searching through paper charts is time-consuming. Nextech's PM system allows the team to have everything ready for patients with digital forms with auto-population features, which are then easily accessed by the admin staff. The check-in process is smooth, streamlining insurance verification, co-pays, and more.

"Everything is just right here at our fingertips for all of us; the doctors, front desk, insurance and billing, and more. We have been able to reduce the risk of human error by not having to search for what we need," Dr. Watkins said.

SEAMLESS INTEGRATION

Having an EHR and PM that work together has been an important benefit for Dr. Watkins and Medical Eye Specialists. From a smooth and responsive implementation to integrated billing and reporting functionalities, Nextech has helped facilitate a reliable workflow. "During exams, we are prompted to check the boxes appropriate to support our coding and billing, which then can be transferred to the PM," Dr. Watkins said. "Our billing manager has also been able to have a very fast turn-around on any reports."



"We are seeing 20 to 30% more patients with Nextech than we were seeing when we were on paper charts."

Dr. Angela Watkins | Medical Eye Specialists