



## PRACTICE PROFILE

Established in 2019, Gondola Eye is a management services organization (MSO) responsible for managing multiple ophthalmology practices across various states. Gondola Eye sought out an EHR (electronic healthcare record) solution that could consolidate operations from one practice to another while boosting efficiency and improving patient experience. Leading Gondola Eye's search for a better EHR solution was healthcare operations consultant Chris Dean, with 20 years of ophthalmology experience.

## A BETTER PATIENT EXPERIENCE

Gondola Eye discovered Nextech EHR made it possible for them to reduce exam times, without sacrificing patient care. According to Dean, "While the time needed for each appointment is minimized, Nextech has made it possible for us to sit and focus on the patient instead of the computer." As Gondola Eye grows, Nextech will continue to work as a partner in efficiency, growth, and success for all its practices.

*"You can tell Nextech really listens to clients and they are always so focused on the needs of their users. It's obvious they have a real desire to cultivate partnerships with those clients, facilitating the growth of practices alongside their own growth, as opposed to just being another EHR vendor."*

**Chris Dean**  
Healthcare Operations Consultant

# THE NEXTECH DIFFERENCE

Since implementing Nextech, the providers and staff of Gondola Eye have seen nearly immediate results.

## A SCALABLE, EFFICIENCY-IMPROVING EHR

From experience, Dean was familiar with the efficiency and benefits of Nextech EHR for ophthalmology practices. When Gondola needed a central solution for all its practices, she immediately recommended Nextech EHR.

**“The ease of use of the software, on the EHR side, was what always drew me to Nextech EHR,” said Dean.** “The workflow, the design, the look, and feel of it — the fact that you don’t have an excessive number of clicks to do one thing. Having that intuitiveness where it reads your mind and knows what you are trying to do is immensely efficient. Ultimately, very few EHRs offer that the way Nextech does.”

In addition to efficiency, Dean knew that Gondola would need a solution that was cost effective and scalable.

**“Nextech solutions overall are extremely cost-effective considering the incredible amount of product you are getting,” said Dean.** “The level of quality support you receive is well worth the cost. Growing younger practices with an EHR company like that is useful and easy as the years go by and needs shift.”

## A SUCCESSFUL HYBRID IMPLEMENTATION

To ensure fast implementation and thorough product education, **Gondola Eye opted for a “hybrid” approach**

**that combines Nextech’s remote implementation with a brief period of in-person training.**

“The remote implementation was great,” said Dean. “We were able to record all of our sessions so they could be rewatched by our end users.”

Additionally, the in-person sessions went smoothly, “We had just a couple of days with an onsite trainer to help with details. This served as more of a bonus checkup than training because everyone was already up to speed with the system.”

## STREAMLINED WORKFLOWS

Upon implementation of Nextech EHR, the efficient nature of the software showed results immediately. “We have doctors who have previously used other EHR systems, and they really like the ease of the workflow with Nextech EHR,” says Dean. “They don’t have to go to multiple different pages to do their eye exams now. Everything you need is on one page, allowing you to work from one area instead of jumping around. **Nextech EHR greatly reduces click rates, sometimes by as much as 25 percent, and that can really speed up your charting times.**”

Across the board, the entire exam process was streamlined by the intuitiveness of the solution.

## Bottom Line: Strong Recommendation

*“When you’re doing an exam, the workflow is built in for you. It’s very natural, you’re not trying to remember what step you must do next. Instead, the software guides you where you need to go as you move through the exam.”*

**Chris Dean**  
Healthcare Operations Consultant