

*"With almost any implementation of EMR, there are ways to put smiles on doctor's faces and induce them to tell their other doctor friends who are thinking about going with the company. **The Nextech technicians who are live in the office will give them as much support as they need to feel comfortable.**"*



Dr. James Murphy
Glaucoma & Anterior Segment Specialist

INTRODUCING NEXTECH TO SCARSDALE

When Dr. James Murphy began working at Scarsdale Ophthalmology four years ago, he was surprised to learn that they were still operating on paper. **Having used Nextech's EHR solution at a previous practice, making the switch was an easy recommendation for him to make.**

"The other doctors asked me, 'What EMR do you think would be a good one to try?' because they just had no idea. So, when I told them about Nextech, they were like, 'Wow, this is amazing.' **With Nextech, I can see at least 50% more patients.**"

EASE OF IMPLEMENTATION

When Nextech began implementation at Scarsdale, Dr. Murphy had familiarity under his belt when getting re-adjusted to it. He was still impressed with how easy it was to learn and get running back to full volume.

"Even at the prior practice who already had Nextech in place, they put me with a technician who knew how to use it already. **I just learned from them, saw 100 patients a day and just by pure repetition, learned how to use it within a week. No problem.**"

CONSISTENT LIVE SUPPORT

One of Dr. Murphy's biggest takeaways from the implementation process is the support by Nextech technicians. He was pleased to see Nextech's commitment level to his team, following through with support for a few days, especially for less tech-savvy doctors and staff members who might need more time to adjust.

"If Nextech is being implemented at a practice, you can have the availability of live support staff there. They have a great way to customize that onboarding experience."

EASY TO USE AND HIGHLY CUSTOMIZABLE SOFTWARE

Dr. Murphy was more than pleased with how the EHR software could be customized to his needs. He felt that the simplicity of the system has allowed him to be more efficient while still accessing everything he needs with less clicks.

"With other solutions, you have so many tabs open and there's a lot of clicking and waiting that is very aggravating. But Nextech keeps it pretty simple. You can still look at glaucoma trends. **It's very easy to see the big picture all at once. There's a lot you can do and it's highly customizable.** To me, I think the sweet spot of an EMR is in enough customization options to make all the doctors happy, but then also customized to each doctor's preference. Nextech has also been rolling out a lot of new features to allow customization on the fly."