Novapex — Keith Huff, MD:

bottom line: implemented a single, web-based system that improved efficiency and care for both occ health and immediate care patients

about the company

Board certified in emergency medicine, Keith Huff, MD, heads a thriving clinic management company with locations at three suburban Indianapolis hospitals. The hospitals contract with Novapex to manage a combination of immediate care and occupational medicine services, including clinical staffing, billing, systems support and marketing. When the clinics' EHR provider — after being sold once and then sold again — announced a sundown date for the system, Huff went in search of a single solution that could deliver equal benefit to both the occ health and immediate care sides of the business. Imagine his delight when he found exactly what he was looking for less than 100 miles up the highway: WebChart from MIE.

"just what we were looking for — and what we wanted to avoid."

Dr. Huff had several features he was looking for in a new system, but one essential element to avoid.

"Our need was dual — we needed something that worked for immediate care and for occupational medicine. There are other occupational medicine proprietary software products out there, although fewer as times goes on, but we needed something that was a little more versatile than what we had in the past.

"With our previous system, we had been hosting data and, for a company my size, that was a nightmare over the years — keeping up servers and backing up data and not having a full-time IS person. There was just always some problem with that and eliminating that responsibility was

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my number one must-have. When I found WebChart and saw that it was not only semi-local, but entirely cloud based, that really had me interested.

"Investigating more, I was impressed with the fact that the company had done occupational medicine with its Enterprise Health product — for clients like Disney and Eli Lilly. At that point, WebChart was hitting on a lot of what I was interested in: experience in occupational health, big clients indicative of the stability I was looking for, plus a platform that was really versatile, which meant I could use the system on a Mac. In retrospect, that the system was available on the platform we chose was really important.

"When I looked at the product, it was clean and concise and visually understandable. It wasn't like I needed some sort of tutorial to get to use it. It was intuitive in its layout.

"I thought the pricing was fair, and while we did have to purchase some laptops, that turned out to be a bonus for productivity — and I was happy to invest in those rather than wasting money buying servers and routers.

"At this point in my career, I don't want to ever change EHRs again, and I felt like WebChart would do well into the future, even after I leave and turn this over to someone else."

important occ health functionality in an easy-to-use EHR

"The occupational medicine side of our business requires some unique functionality, and we were happy to find that in a system that was easy to learn and use.

"In occ health, each encounter with a patient or client needs to produce some information about their ability to return to work — whether it's regular or restricted duty, what the restrictions are and how long they will last. We needed to be able to pick out that specific part of the medical record and communicate it to the right people, including the ability to package it in a form we could fax to the employer. WebChart helps us do that automatically.

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"The system also gave us an easy tool for creating a database of company profiles. When somebody comes into the clinic, we need to be able to quickly identify what that particular employer requires – mandatory drug screenings for injuries, for example. We need to know who to send information to, who to call for authorization, that sort of thing. The information needs to be easy to find and update, and WebChart was built for that. All we had to do was enter the information from our database.

"We also have the ability to attach multiple guarantors to a patient visit, which comes up all the time. If someone comes in with an injury and they're required to have a drug screen, the guarantors are different for the drug screen and the injury care. We use the Kareo practice management system with WebChart and the interaction between the two makes it possible to attach the guarantors to whatever process we're doing during a visit. That is huge.

"A benefit of using the system that we hadn't even considered was the improved legibility of the charts. In occupational medicine, you have lots of people reviewing your records. The case manager wants to see notes of a visit right away to decide if it's recompensable. In the work comp world, everything needs to be pre-approved and nothing can happen if they can't read the charts. With WebChart, we can type notes right into the system and we now have perfectly legible records."

clinical expertise for immediate care

"Having an occ health system that could address immediate care needs was important and the fact that WebChart comes from a clinical perspective was a big benefit. There's a lot more variety involved in seeing immediate care patients — you never know what's gonna walk in the door. We needed a robust product that could go a lot of different directions. That was very important in our decision making.

"We liked that WebChart had users who were family practice physicians, plastic surgeons and cardiologists. The variety of things the system could address convinced us that we were looking at a truly full-purpose, multi-purpose system that could cover whatever we might need for immediate care. Plus, if there were things that we could glean or learn from other users outside our specialty, we wanted to be able to take advantage of their contributions to WebChart."

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proficient in two weeks, and more productive, too

" Learning to do something new or different always takes time, but we were surprised at how quickly our providers got up to speed. Within a couple days, they could make it through a patient visit without any problems. Within a couple weeks they were proficient on the system and seemed to have forgotten that it was something new. And certainly, after two months, it was like 'Geez, I can't believe we ever thought this was a challenge.' It was just such a part of our daily work process that we didn't even think about it anymore.

"Did we have complaints the first day? Oh my gosh, yes! But a lot of that was because were changing other processes. Our providers, many of whom had used other EHRs, found WebChart to be much more user friendly and efficient.

"A lot of people talk about the time EHRs take away from interacting with a patient, but we've experienced the opposite. We can go in and start clicking through the old records as we're talking to or questioning someone, and say 'let's go see what you got last time,' and if they don't know what happened, we can find out without leaving the room. It's easy to find whatever we're looking for in real time while we're with the patient, and we can do our notes during the visit, right in WebChart. We're basically through with the patient as soon as we leave the room and the record is ready to pass on to the next person in the process — to discharge the patient and get their medicines."

personalized support, every step of the way

"Something I have really appreciated about my relationship with WebChart is the quality of the people we've worked with. For a small company like ours, it's really tough to deal with a big vendor because you get lost in the shuffle. When we were looking at EHRs, I wanted a system that would stand the test of time, and still have that feeling of personal service — a specific person I can call who knows my company and can take care of my problems, rather than a national help desk where they've never heard of me.

"The people at WebChart are very invested in our particular situation. They took the time to understand what we are doing, and worked with us to configure the system to meet our individual needs. We have

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the ability to tweak the system a little bit for our providers and make it feel like they have exactly what they asked for."

the right decision

"We have been very satisfied with WebChart. It's an efficient, easy to learn and easy to adapt product that absolutely excels in terms of its flexibility. We can use it on any platform or device, and we don't have to host data. For those reasons alone, I have never regretted the decision.

"Even though our previous system was being sunsetted, we weren't forced into doing this. We could have hung around and continued to use it.

"But we thought that electronic medical records were a good idea, not just an evil government mandate. There really is an intelligence behind EHR, and we've been pleased with the switch to WebChart."

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