buchele plastic surgery:

bottom line: meaningful use made easy with intuitive, adaptable WebChart EHR — personalized
for plastic surgery

about the practice

With a commitment to being the most modern specialty practice in the region, Buchele Plastic Surgery serves northwest Montana's thriving Flathead Valley on the western edge of Glacier National Park. Following an 18-year career at The Ohio State University, including serving as Chief of Plastic Surgery, Dr. Brent Buchele brings a teaching spirit to his practice, emphasizing patient education and private, personalized care. In this role, he relies on the most advanced yet accessible technologies, including WebChart EHR.

personalized configuration trumps specialty-specific limitations

When Dr. Buchele decided to leave OSU and pursue private practice in 2006, he says the writing was on the wall about the go-forward necessity of electronic medical records. As he and his nurse/practice manager wife began putting the plans in place for the practice, they started shopping EHR systems, predisposed toward a solution designed specifically for plastic surgery. They were quickly disappointed – not only with the systems themselves, but with the exorbitant price. Then he saw WebChart…

"When I discovered WebChart, my mindset was still focused on a plastic surgery solution — ideally, something where I thought I could just 'turn the key' and go. And even though WebChart wasn't exclusively for plastic surgery, there were things I immediately liked.

"First, WebChart is fundamentally a tab-based system, so it mimics a paper chart. It's intuitive in that way, and I could see our charts would be easy to organize: the notes would be in the clinical notes tab;

webchart.

pathology would be in the pathology tab; if I just needed the Botox doses for the last four visits, I knew where they'd be. I felt confident I wouldn't have to hunt through the charts to find what I was looking for.

"The second selling point for me was the ability to customize the interface between the user and the way the data was stored and displayed. For most EHRs, they look the exactly the same for everybody. I would have had to adjust my practice to their system. With WebChart, it could look and feel the way we wanted.

a collaborative partner in system design and implementation

"I'm a little bit nerdish, so I was happy to get involved with how our system was going to look and feel. We had input into the forms and the workflow. We decided what information went into which tabs. If you're the sort of person who says the reason you hate electronic medical records is because they force you to do things their way, WebChart is a great product for you.

"In my specialty, we have about six scenarios that come in frequently. When we started with WebChart, our implementer gave us a basic set of templates, but then we were able to customize the questions that we asked, building from the prompts already in the system. As we moved into meaningful use, our encounters became more comprehensive, but they're also customized so we can open or close sections depending on the scenario of that patient. It's a real advantage because it keeps our notes focused only on the relevant issues, instead of auto-populating with information we don't need.

efficiencies of integration

"A lot of EHRs are really just practice management systems with an EHR bolted on the front end. WebChart was designed as a clinical system, but it has been developed to fully integrate with our practice management system. The patient gets entered into WebChart, which feeds the demographic and billing information to our Kareo system. We can move that information around — system to system — and because both systems are web-based, I can access them from anywhere.

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"With WebChart, every upgrade creates the opportunity for more efficiency. When we added inbound faxing, we eliminated the need to receive a fax, then print, scan and sign it, then destroy the paper. Now, we get the same flow and accomplish the very same thing, without all the steps, or the paper.

learned behavior makes meaningful use easy

"We had an early interest in meaningful use. At the beginning, we sat down with our WebChart implementer and talked about how WebChart would track our compliance against the measures we'd selected, and how we could use the tracker tool to adjust our behavior as required. My encounters are set up to create a to-do list and I can rapidly see the criteria in place for meaningful use when I get ready to sign off on any patient. About once a week, I review my practice summary statistics. It's nice to easily know what the index is, and what our performance is.

"The tool can also identify what you're missing, and teach you what you need to do going forward to be compliant.

improving access and outcomes

"Before I started my practice, I had already experienced the frustration of paper charts.

"The main trouble is this: a paper chart can only exist in one physical location…so if somebody has it, it means that everybody else who needs access doesn't have it. If we believe that medicine should depend on data-based decisions, you need more and better access to information. With WebChart, the data can come to you. And I think that even with no other benefit, that's huge."

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