

fort wayne psychiatry, PC:

**bottom line: slowing down  
“not an option” for high-  
intensity single-physician  
psychiatric practice**



quick view:

measurable impact



- *No reduction in patient volume, even during implementation*
- *Full interface with existing PM/billing system*
- *Complete elimination of medical transcription costs*

## about the practice

After nearly 14 years in private practice, Dr. Prevesh Rustagi set off in search of a document management system to improve access and organization for his growing volume of paper charts. Quite unexpectedly, he ended up with a complete EHR in the process.

His early adoption of EHR — this was 2003 — gives him an experienced perspective on the value of WebChart to practices within his specialty and outside it. In fact, he believes the ability to custom configure WebChart eliminates the limitations imposed by the inflexible specialty systems designed exclusively for psychiatry.

A self-described “creative spirit,” Dr. Rustagi was looking for a system he could tailor to his own concepts, and that’s exactly what he found.

“with a specialty-specific system,  
it comes out of the box with limitations.”

*“There are two primary reasons that drove our decision away from psychiatry-specific EHR systems. First, most are designed for slower moving, psychotherapy-type practices — not the fast-paced medical model practice that we have. Those systems will not be able to handle the intensity and volume of patients we serve, and slowing down was not an option.*

*“Equally important, specialty systems assume that they know better than you how to practice your specialty. If there are 100 different psychiatrists, they will practice psychiatry 100 different ways. The specialty systems bind you to practicing someone else’s concept of psychiatry without the flexibility to create something of your own.*



*“That flexibility is especially valuable in a field of medicine that is always evolving — the opportunity to adapt the system as the practice grows and changes.”*

## an important differentiator: integration

*“Psychiatry is a collaborative specialty. We are happy to work with our patients as part of a multi-disciplinary team and have close, ongoing relationships with psychotherapists, psychologists and counselors. WebChart helps us share information and connect to the other specialists.*

*“Within our practice, WebChart integrates with the systems and hardware we already had and used. When we selected our system, we were using the Medical Manager billing system — and we still are today. Most recently, we began using Dragon within WebChart and have completely eliminated the need for and cost of medical transcription.”*

## no slow downs, no unwelcome surprises

*“What little I had heard about electronic medical records was that they slow you down, so we were prepared for that. What was nice — a welcome surprise — was that there was no slow down involved. For our practice, the ramp up and transition process was very natural, and we were still able to see the same number of patients on a daily basis.*

*“We selected a date — June 1 — and starting June 1, when a patient came into the practice, we pulled their chart from the stacks. All the documents for that patient were scanned into the new WebChart, and when that was done, the chart was shredded. We followed this system for two years. After that, the remaining paper charts were all moved to storage.*

*“We haven’t used a paper chart since June 2003.”*



## continuing adaptation enhances utility, value

*"When we began using WebChart, we set up our system to support our practice workflows, but within the last few years, we've done more and more customization. We've created our own encounters and symptom check list, and we're modifying the templates in our own creative way.*

*"WebChart was very helpful in aggregating the data we track for meaningful use. We checked the automatic meaningful use tracker a couple of times each week to see where we stood on various measures, and which ones we needed to push harder on. We successfully attested in 2011.*

*"I access the system from my smartphone all the time now, and we're in the process of adding a customized web portal our patients will use to complete pre-registration paperwork online before their appointments. Our hope is to spend less time gathering information from them, and more time discussing the information."*

## ideal for psychiatrists with creative spirit

*"I was originally attracted to WebChart because of its integration and flexibility. What I have discovered is that WebChart's biggest value is that it protects the integrity of your practice. It allows you to practice medicine not according to somebody's else's concept of how it should be practiced, but how you believe it should be practiced."*



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