

ENT Specialty Care Drives Change and Progress With EMR



“Now, I can look in the EMR to see if the pathology report is there because if the staff has the report, they scan it in and the report is already there. Or I can go into the database and look at the CT scan. I don’t have to wait for the scan, the report or the films to come. I am saving a lot of time. I am much more efficient.”

ENT Specialty Care Specializes in ENT/Otolaryngology Goshen, NY

Robert Kennedy once said, “If you want change, you have to make it. If we want progress, we have to drive it.”

Dr. Jagadish Navare, M.D., epitomizes this philosophical thought in the way he practices at ENT Specialty Care in Goshen, NY.



Dr. Navare began practicing medicine in 1959 and went into private practice in 1977. He made a change several years ago that is helping him drive progress: He transitioned from paper charts to an electronic medical records system. This move has enabled him to more easily manage his practice while enhancing patient care.

No More Waiting

“In the old days I would look at the (paper) chart. If I didn’t find a document, such as a pathology report, I was asking the staff whether they had the reports in their files. If they didn’t have them, then that meant we had to call the pathologist, or the hospital, where the specimen was and wait for them to fax it. At this point the patient was antsy; they wanted to know what the (test) results were. Overall, that took a long time. Now, I look in the EMR to see if the pathology report is there because if the staff has the pathology report, they scan it in and the report is already there for me to see. Or I can go into the database and look at the CT scan. I don’t have to wait for the scan, the report or the films to come. I am saving a lot of time. I am much more efficient. This is good for the person who actually generates the report and for the person who receives it,” asserted Dr. Navare.

“I still remember patients going to the pharmacy and staying there for an hour or two just to get their prescription. Now the prescription is already there. The best thing is pharmacists accept prescriptions electronically and that’s great because you are saving time for the patient and for yourself. You don’t have to write the prescriptions-- they are already going to the pharmacy.”



Change Is Good

Acknowledging that change is not the easiest thing to accept, Dr. Navare said, “At first you don’t want to change because you are used to certain things, but once you have done that and once you find an easier way of doing things it’s much better. If you find your way with electronic medical records, it’s much better to use WRS and it’s easier to do it. You save time and you see the patients more quickly. Overall, it’s much better than paper,” he said.

Seeing patients who visit him at more than one of his office locations used to be a barrier for Dr. Navare. “You had a hard time getting the records. Your paper record was in one office and the patient was in the other office. In that way, the electronic records are much superior,” he pointed out.

Noteworthy

The ability to access notes quickly is catapulting Dr. Navare’s practice forward. “You have your own personal notes and your own findings. If a patient calls while you are not at the office, there are prescription notes, complaint notes, letters from patients, x-rays, labs, CT scans-- everything can be scanned in and it’s right there and can be looked at.”

Way To Go

Waiting Room Solutions e-prescribing capability

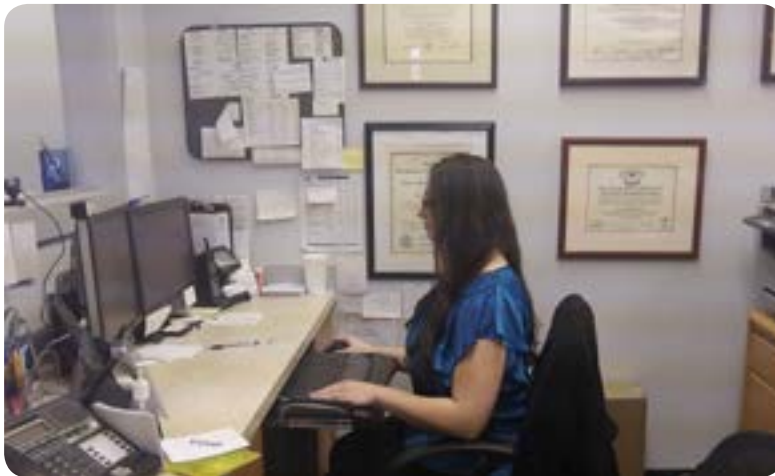


has been yet another game changer for Dr. Navare that is ensuring efficiency. “At first, when I e-prescribed I always second guessed and thought, does it really go there to the pharmacy, and of course, it works out,” said Dr. Navare with a smile.

Looking back on the days when he hand wrote prescriptions, Dr. Navare said that the pharmacist would look at the prescription and call the office. “He didn’t know what I wrote. I still remember patients going to the pharmacy and staying there for an hour or two just to get their prescription. Now the prescription is already there. The best thing is pharmacists accept prescriptions this way and that’s great because you are saving time for the patient and for yourself. You don’t have to write the prescriptions-- they are already going to the pharmacy,” said Dr. Navare.

As Good As It Gets

Yet another capability that is helping Dr. Navare drive progress are the customized ENT templates. “The ENT templates that we have are great and you are able to create more templates.



That’s a great feature. ENT wise I have not found anything that I was missing on the charts. There has definitely been an improvement in workflow. In the old days my personnel used to get frustrated trying to read my handwriting. It was a terrible situation for them. Also, my personnel are usually younger people and they are very tuned into electronics and they find their way in the system very well. They are much happier and I am happy that they are

there to show me sometimes how to find things in the records. That works out very well.”

Finally, Dr. Navare summed up his experience with WRS: “WRS is a great system. It is very efficient and it saves time. I worked with another system a while ago but I think this is a much better EMR. You can modify WRS, you can build your templates and it makes things easier for you. Everybody should have WRS.”