



## ACCURO EMR CASE STUDY

# Rheumatology

How AccuroEMR has helped transform a Rheumatology practice

On any given day the administrative team, servicing 4 rheumatologists, uses Accuro to manage the needs of their practice. *"Faxes, booking patients, validating health cards, pulling reports, billing and even booking the doctor's holidays. We use Accuro for everything."* says Amanda Fleury, Administrative Assistant.



## Building Healthy Families

The Rheumatology Associates in Brampton, Ontario have been using AccuroEMR in their clinic for nearly 5 years. Using tools designed specifically for Rheumatologists by the Ontario Rheumatology Association, as well as investing the time to customize the EMR to meet their needs, the team at Rheumatology Associates is reaping the benefits of the powerful AccuroEMR solution.

## Challenges

The team at Rheumatology Associates was familiar in working with 'MD Companion' in their Brampton, Ontario practice. However, operating a system that had limited functionality was proving to be inefficient. Bookings and billings could be processed electronically, yet all other procedures were still recorded on paper. They were running out of space, overwhelmed with manual processes and inundated with paper. They knew that there had to be a better way.

## The Solution

Unique workflows like that of a rheumatologist, require unique tools designed for efficiency. Accuro is built on less clicks to all the right information, and all from one screen. Add to that, robust customization options and Accuro becomes the clear choice. *"We get lots of blood work reports every week, literally hundreds. The ability to view the important documents and labs on the same screen through the EMR in addition to the ability to trend the results has transformed my workflow. I can pull the CPP and virtual chart simultaneously to compare results and trends. It saves so much time"* says Dr. Vandana Ahluwalia. *"The ability to demonstrate trends to patients can impact compliance to treatment and increases the understanding of their disease. Patients can see the trends in a way that helps them interpret the results to support the benefits and safety of treatment."*

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### EVOLVING WITH ACCURO

The team takes comfort in knowing that Accuro is built for their needs today, and tomorrow. *"Accuro has been the biggest supporter in integrating Rheumatology tools to have an effective patient profile. We know that Accuro is active and committed to our needs now and to what the future holds for digital healthcare improvements. The approach of working alongside physicians to create tools based on their unique needs seems to be a winning formula. What stands out to me is that Accuro works with us and listens to us. Ultimately, we, as the specialists, know the workflow. We know what is needed, and by listening to us, you support us"* says Dr. Ahluwalia.

### ACCURO ON YOUR TEAM

It's nice knowing that when something comes up, the team can count on Accuro Support to help them through any challenge – big or small. *"The help desk is fabulous – they never laugh at me – I usually start with "this is a strange question" and the response is always "alright, let's hear it". The team always goes above and beyond to find an answer to my problem."* Amanda says.

### A COLLABORATIVE EFFORT

Over the past 3 and a half years, the practice has integrated Allied Health Professionals (AHP) using Accuro to help screen their patients. Allied Health Specific SmartForms developed by Dr. Ahluwalia and the team are used to evaluate patients before they see the doctors to make the most of their valuable time during their visit. *"The Allied Health team can essentially provide early triage for our patients. Using the very specific forms, they can weed out unnecessary information and provide the doctor with a relevant summary of the patient. While the patient spends most of their time with the AHP, looking at the smart form, the doctor can spend less time gathering information and more time analyzing the data to help the patient get on to the treatment needed; this means we can see more patients!"* Amanda explains.

In partnership with QHR Technologies, the Accuro Rheumatology bundle has been designed to improve the workflows of Canadian Rheumatologists and now includes the SmartForms developed by Dr. Ahluwalia, the team at Rheumatology Associates, Brampton and the Ontario Rheumatology Association.