



ACCURO EMR CASE STUDY

Paediatric Care

AccuroEMR Helps Paediatricians Provide High-Quality Care and Consultation to Developmentally Challenged Youth

Dr. Umberto Cellupica and Dr. Saba Merchant, and four office staff practice family-centered care in a kid-friendly environment where parents are encouraged to participate actively in the management of their children's healthcare. The clinic also benefits from the assistance of a part-time paediatric nephrologist who provides consultations for kidney problems and urinary tract infections.



Paediatric Care in a Kid-Friendly Environment

Established in 2007 in Maple, Ontario, just north of Toronto, Maple Kidz Clinic provides primary paediatric care as well as consultations to family physicians on various issues, including developmental paediatrics, feeding challenges, school problems and ADHD. A smooth transition from HealthScreen to AccuroEMR at the Maple Kidz Clinic was highlighted by a short learning curve, seamless data migration, and a host of workflow improvements.

Challenges

Prior to opening Maple Kidz Clinic, Dr. Cellupica and Dr. Merchant worked together in a paediatric practice in York Region where they were actively involved in helping that practice shift toward a paperless office with the introduction of HealthScreen Electronic Medical Record (EMR) software. This was one of the first paediatric practices in Ontario to use an EMR. When HealthScreen ran into some financial difficulties a few years later, the clinic needed to determine if it wanted to change to another EMR solution. *"We had been using HealthScreen for a number of years previously and were very accustomed to it, so we began right away to use all of its capabilities in our new clinic, including; scheduling, billing, physician notes, charting, labs, and faxing,"* explains Emma Hsieh, Office Manager.

The Solution

After reviewing a number of EMR options, Dr. Cellupica and the clinic staff decided to migrate to AccuroEMR, whose parent company, QHR Technologies Inc. had recently acquired HealthScreen EMR. According to Cellupica, the subsequent conversion to Accuro, highlighted by data migration, training, and minor upgrades to the clinic's underlying IT infrastructure, went quite smoothly.

"After speaking with colleagues from other offices that had gone through similar transitions with other EMR products, many of whom had horror stories to tell, I would say that our experience with QHR and Accuro was fantastic," exclaims Cellupica. *"When the actual transfer took place, the data migrated seamlessly and we have not had a single issue with the data as a result."*

SHORT LEARNING CURVE WITH ACCURO

Although 1.5 days of onsite training was part of the EMR conversion process, it was somewhat different with the Maple Kidz Clinic because staff were already well-versed and comfortable using an EMR system. *"Within just one month, we were feeling like Accuro was 'old hat' and we were really comfortable using it and sufficiently knowledgeable with the basic functionality to work efficiently."*

"Although use of the system doesn't necessarily impact my work-life balance, I feel it gives me options, and I prefer that, including the option of leaving work early for personal reasons and being able to finish my work later in the evening from home."

POSITIVE RESULTS

Increased efficiency, higher patient throughput, and reduction in overhead costs are foremost amongst the benefits that Dr. Cellupica mentions as a result of migrating to the AccuroEMR. The efficiency comes from the staff and physicians being able to get charts done quicker, and thus see more patients, while still maintaining a high level of charting quality. With respect to overhead costs, Cellupica says that when they first implemented an EMR in their previous practice, they required more staff to meet growing filing needs. With the introduction of an EMR and the elimination of paper charts, the need for extra staff was significantly reduced.

When asked if Accuro reduces the amount of time he spends working, Cellupica muses that the system's full remote access and edit capabilities would appear to make it even harder for someone to leave their work behind, since the system can be accessed from almost anywhere. However, he focuses instead on how working from home, for instance, which gives him more flexibility.

"With Accuro, the chance of making and submitting an error on a claim is all but eliminated due to the many built-in prompts, checks and alerts; but if I do get an error, Accuro is very efficient in helping me resolve it," reports Hsieh, who describes how error resolution capabilities are integrated into the software, so that all necessary patient records and information can be quickly and easily accessed from a single Accuro screen.