

ACCURO EMR CASE STUDY

Saluté Family Medicine

Accuro's core features and powerful add-ons come together at this Family medical clinic in Calgary, Alberta to deliver more than just an EMR

Saluté Family Medicine is a comprehensive healthcare provider with five physicians, one chronic disease management nurse, one psychologist, one to two residents, and two full-time MOAs.



Starting Off Right

When Dr. Penner opened Salut , she knew that starting with the right EMR was key to the clinic's success. The office she'd previously worked in had switched to Accuro after being dissatisfied with a competitor's option, so she insisted that her new clinic launch with Accuro from day one. Its specialty-specific forms and templates gave each Provider more power to practice, and its collaborative information-sharing tools let the team deliver unified care. And with add-on features that empowered patients, Accuro provided everything Salut  was looking for.

Functional Challenges

Before opening her own clinic, Dr. Penner practiced as part of another clinic team. When that office's EMR was phased out, the owners chose to replace it with a product from an Accuro competitor. It was a short-lived but eye-opening experience for everyone. Moving through the system required constant clicking through screens; adding or editing forms took weeks, often with formatting errors in the final product; and clumsy processes within the EMR meant information was being missed. In just a few months using that product, Dr. Penner noted so many inefficiencies and opportunities for error that she admits, *"I was sure I was going to get sued."*

These significant challenges quickly drove clinic staff to evaluate other EMR options, and they ultimately chose Accuro for its breadth of functionality. Dr. Penner's experience with it led her to implement it in her own clinic in 2016.

Integrated Solutions

Saluté makes the most of Accuro's core features to streamline staff and Provider workflows.

Traffic Manager helps organize patient flow through the clinic, and Patient Flags ensures that patient information and preferences are noted. Staff use Outstanding Requisitions, Referrals, and Orders functions to stay on top of tasks needing completion and to ensure patients don't fall through the cracks between Providers and offices.

Accuro's customizability also helps the Saluté team save time and effort. By setting up macros and templates for encounter notes, physicians can engage fully with each patient and record details as they go. That means a more productive day, less recording to do at the end of it, and more time at home with their own families.

Since switching back to Accuro overall, my peace of mind is so much better. Accuro leads us to simpler and better patient care.

In addition to these foundational tools, Saluté uses a number of Accuro clinic tools. Patients use Online Booking to request an appointment at their convenience, and on weekends that translates to an average of 20 requests on Monday that don't need a phone call.

"It's no more work for me, but the benefit is clear. Before, my staff had to call the patient and coordinate; now, the patient books at their convenience. Not only have I put the power back in their hands, but it's one less task for our staff. They have more time to focus on higher value activities than playing phone tag."

Appointments are confirmed using Appointment Reminders, which has reduced the number of phone calls needed, cut the number of no-shows, and given the clinic more certainty when charging a patient who didn't keep an appointment.

When forms need to be filled out at check-in, patients do so on a tablet using Ocean. This gives patients a better sense of privacy than writing sensitive information on a piece of paper that might be passed around or misplaced. At Saluté this is especially important for mental health questionnaires.

Security is also at the core of HealthMail's messaging feature, which allows Saluté Providers to communicate directly with patients before and after an appointment. Information is sent securely, and the Provider-Patient connection is more accessible.

"Instead of tasking staff to recall patients who need to come in for results, I can send a secure message directly to the patient and ask them to book a visit online."

Changing the Clinic Landscape

With its shared-care practice model, Saluté has all its clinic needs met by the Accuro suite of products. Providers can easily see each other's notes on the same patient, and Accuro lets team members follow similar protocols and care styles for a consistent patient experience. Healthcare really does become a collective effort.

Anchored by Accuro's foundational functions and augmented by a suite of its add-on tools, the Saluté clinic uses the full strength of AccuroEMR to deliver forward-thinking care.

"We are constantly getting positive feedback from patients on how they appreciate the way our clinic operates and the tools we have invested in with Accuro. It makes them feel cared for and it makes me sleep better at night. There is less chance things are missed. Our whole team rests better knowing that our patients are being cared for in the best way possible."