

Dr. Glenn Soppe

ENCINITAS, CA

SUCCESS
STORY

Allscripts MyWay™

Family medicine practice provides higher quality care and increases profitability through Allscripts MyWay.

Opportunities

Dr. Glenn Soppe, Primary Care Physician, wanted his practice to be state of the art. But when he first considered an EHR system for his practice, he wasn't sold on what he saw. "Three or four years ago, I had looked at several EHRs and I just wasn't impressed that they had it figured out well enough yet," related Dr. Soppe. "A little over a year ago, I decided to look at this again. My PAs were definitely on board as they had worked with EHR before and knew the value that it could deliver."

"When comparing EHR systems, some had a few things that seemed a bit cumbersome. But Allscripts MyWay really seemed to be well designed. What sold me was that my billing company was already using Allscripts Payerpath. The fact that I could integrate everything together in one package was a very attractive option."

Solutions

Dr. Soppe did face some challenges in making the switch to Allscripts MyWay, including a large volume of patient information that needed to be electronically uploaded from his billing vendor. But the Allscripts implementation team worked with him throughout the entire process. "The people involved with the implementation were great," shared Dr. Soppe. "Ralph, Rebecca, Susan and Mark, Patrick and Amber—I even remember all of their names. They were great and they had a great attitude...and the Allscripts Academy was a very effective aid in training my nurses and reception staff."

Dr. Soppe's recommendation for any practice that is transforming itself from a completely manual system to EHR is to allow enough time to make a seamless transition. He made the schedules lighter for himself and his entire staff during the implementation period, and that aided in both adoption and acceptance of the new technology.

"SPIFFED" DOCUMENTATION

With the implementation completed, Dr. Soppe began to experience the full benefits of Allscripts MyWay. "I'm at a point where 10 months out I love it," beamed Dr. Soppe. "I do believe that things are cleaner, more organized, and more accessible with the EHR. There are no longer any problems with anyone reading my handwriting. And everything is more precise. As a bonus, I get to look at all of my records from home and even ePrescribe. Overall, the way the system is designed—the flow of the thing—it's all really done well."

"We actually utilize MyWay more than your typical office. Where some offices might use

Overview

CLIENT PROFILE:

- Family medicine practice
- 1 physician
- 2 physician assistants

10% of the capability of the technology, we use 70%. We've found that MyWay sort of sucks you in—there's some real satisfaction to having your charts spiffed. Every detail is in there: every drug, every allergy, every bit of history. Somebody can go in and look at it and say 'Wow. Everything is in here. They really know this patient.' There's some satisfaction to that."

Outcomes

As Dr. Soppe worked with Allscripts MyWay, he discovered the daily value that was built into the technology. "We're no longer buying charts," related Dr. Soppe. "We don't have to waste time flipping through charts and pulling charts. And the messaging system is awesome—no more stickies and messages back and forth. Now that we've gone through the transition, we have eliminated a significant amount of overtime. That's a big deal. With a small office, payroll and rent are your two biggest expenses." Allscripts MyWay also helps Dr. Soppe's office take advantage of financial opportunities, such as Medicare's 2% incentive bonus for ePrescriptions.

Beyond financial benefits, Dr. Soppe also puts value on the improvements in his quality of life stating, "At the end of the day, I might have 3 or 4 messages and a note to finish. Now I can go home and have dinner, then bump on the computer and finish it all at home. This is a nice luxury."

CLAIMS ASSURANCE

The solid documentation of Allscripts MyWay pays dividends throughout the claims submittal process. "I do feel that the PAs and I document better," declared Dr. Soppe. "If an insurance company sends a denial, my staff can just pull up the system and send off the notes without bothering me at all—that's a big plus for me. And if we were audited by Medicare or by some insurance company, it is really easy to cover our coding. While we've never actually had that occur, I feel much better about our documentation, and more importantly, I feel better that our malpractice liability is less. That's a huge thing, and I sleep better at night because of it."

"Allscripts MyWay makes our documentation more professional. And that translates into better care and services for our patients, and a smarter way to run our practice overall."

OUTCOMES:

- Charting that meets and exceeds the high standards of a very demanding practice
- Streamlined processes that shrink costs by eliminating unwanted overtime
- Documentation that insulates from liability while assuring successful claims submission and taking advantage of Medicare incentives

"Allscripts MyWay makes our documentation more professional. And that translated into better care and services for our patients, and a smarter way to run our practice overall."

*Dr. Glenn Soppe
Primary Care Physician*