

Dr. Yassir Attalla

SOUTHGATE, MI

SUCCESS
STORY

Allscripts MyWay™

Primary care practice maximizes patient care through solid new partnership with Allscripts MyWay.

Opportunities

Dr. Yassir Attalla puts patient care first. That's why when he realized that Electronic Medical Records (EHR) could help him deliver a higher level of care to his patients, he decided to look into the technology. "Many times when reviewing notes, people had a hard time reading my writing," Dr. Attalla admitted. "We knew this EHR would be a lot easier. And I also wanted a system to protect my patients' records in the event of a fire, flood or other type of disaster."

Dr. Attalla's practice is a member of United Outstanding Physicians (UOP), an Independent Physician Association focused on improving quality and efficiency in the delivery of healthcare. UOP works with A&A Technology to enable the association make the best possible technology recommendations to its members, and provide practices with the support they need to execute successful technology implementations.

Chris LaDuke, Vice President of Sales for A&A Technology, explained his choice for EHR, "For our EHR recommendation, we had several companies come in and perform demos — ultimately we selected Allscripts MyWay as the preferred product for UOP. The reason was that most of UOP's practices are in the one-to-three physician range. I needed something that the doctors could look at, understand and use. I thought that MyWay was a very simple and straightforward product.

Solutions

The practice selected the hosted version of Allscripts MyWay. This meant that all hardware and servers are hosted with Allscripts. This option protects the practice's critical patient records in the event of a disaster. It also makes it very simple for physicians and staff to access and start using the technology.

Chris LaDuke highlighted the impact of ease of use on EHR implementations as he explained, "If you look at the failed installation rate with many EHR technologies, it's because there's so much complexity in the product. By comparison, Allscripts MyWay is just an easy product to use. This makes the whole project very 'doable' for the physicians and staff."

THE BEST POSSIBLE CARE

Through the template-free approach of Allscripts MyWay, Dr. Attalla was able to craft the system to meet his high demands for patient care. "I had the charting customized to the way that I usually do it," he shared. "That's been very helpful...I customized my templates, and now I just do a series of clicks, rather than write things in. But it is

Overview

CLIENT PROFILE:

- Primary care practice
- 3 physicians
- 5 staff

OUTCOMES:

- Greatly enhanced care capability, including improved documentation and thorough clinical reporting
- Hosted solution that provides robust disaster recovery capabilities
- 20 percent reduction in time spent with return patients, due to efficiency of documentation
- Up to a week stripped out of the claims submission process

comprehensive to the point where I can go over it to make sure that all diagnosis are included: surgical history, family history, immunization history, etc. I still prefer to do this every time I see the patient.”

Through Allscripts MyWay, Dr. Attalla has access to preventative health reminders, and any other items needing review. “I definitely find the drug interaction and allergy alerts helpful,” he stated. “We’re getting alerts on when a patient is due for vaccines or hemoglobin A1Cs—all the things that really make a difference.” The practice is currently entering and tracking all clinical data, and now has the reporting capability to meet the needs of P4P programs.

Dr. Attalla is also using the ePrescriptions capability of Allscripts MyWay to provide additional convenience to his patients. “When patients are right in the room, they’re pretty impressed,” he said. “They see their prescriptions fired right off to the pharmacy.” And the ability to access patient records from home—or wherever is most convenient—makes Dr. Attalla’s day easier.

Outcomes

BUILDING EFFICIENCY

Dr. Attalla is committed to spending as much time as possible with his patients, but he has noticed a difference when patients that have been entered into the system come back for another appointment. “I’m starting to see some patients come back, and with those repeat patients, my time with them is moving much smoother,” he declared. The physician feels that he is cutting the time spent with repeat patients by about 20 percent. And the staff is using inter-office messaging through Allscripts MyWay to streamline the practice even further by sending messages to Dr. Attalla without interrupting his time with patients.

The practice is also realizing more efficiency in the area of claims submittal. “We definitely feel that claims are coming back faster,” stated Dr. Attalla. Debby Boyle, Billing Manager for Dr. Attalla, provided some insight into the improvement in claims processing as she shared, “We are primarily a Medicare/BlueCross practice. When we were on McKesson, claims were only transmitted twice a week on Tuesdays and Thursdays. We get a lot of testing done on Wednesday. If the claim goes in on Thursday, but I miss the transmission deadline, it could literally put that check almost a week behind. By comparison, Allscripts MyWay transmits claims every day, all day. If I get the transmission in on Thursday or Friday morning, I can see the claim being processed on Saturday. That means we’ll have the check probably by Wednesday. That’s something that I’m seeing that I really like about MyWay.”

FUTURE PLANS

Dr. Attalla is currently reviewing the deployment of additional components of Allscripts MyWay to the practice, including the ability to send automatic reminders to patients as their appointment date draws near. Another robust offering under consideration is the patient portal that will enable patients to have access to their own records, and empower them to communicate with the practice directly online.

“I needed something that the doctors could look at, understand and use. I thought that MyWay was a very simple and straightforward product. And they were the only vendor that could provide a clear demonstration all the way from patient registration to discharge.”

*Chris LaDuke, Vice President of
Sales A&A Technology*

