

Dr. Garret Noguchi

HONOLULU, HI

SUCCESS
STORY

Allscripts MyWay™

Podiatry practice streamlines documentation, cuts time in A/R, and delivers more freedom to its staff through Allscripts MyWay.

Opportunities

Garret Noguchi, DPM, was ready to take his practice to the next level of efficiency. "We were using a company to do our billing, but all the medical records were hardcopy," he stated. "We were bogged down with a lot of paperwork and all the charts on the wall. Plus, we didn't have ePrescribing. It was just very difficult."

"With the advent of EHR, we now had incentives to switch out from paper claims. What we were looking for was something that I could access anywhere I went, and MyWay does that."

Solutions

Dr. Noguchi opted to utilize the hosted version of Allscripts MyWay. With all servers housed securely with Allscripts, he could launch Allscripts MyWay with minimal disruption to his practice. "The implementation was no problem at all," he shared. "There were no problems with training. It's very easy to set up and use. As long as you know the basics of how to use a computer, it's a breeze."

"Because our practice is very specialized, we took most of my existing templates, and modeled them right into MyWay. It was very easy to switch things around. And we were able to copy all of the Word documents that I had previously on my computer right into MyWay as generated documents."

CUSTOMIZABLE CARE

Dr. Noguchi was able to easily customize Allscripts MyWay to the needs of his Podiatry practice while tailoring the system to how he likes to work. "There are some procedural templates that I have with MyWay for in-office procedure such as removing a cyst or in-grown toenails," he said. "I can create these templates very easily through the editor. Then I just plug in the patient information. Or if I prefer, I can type it all in. It's very easy to modify documents on-the-fly within MyWay."

Dr. Noguchi's practice was using a stand-alone ePrescribing technology prior to deploying Allscripts MyWay. While this product definitely added convenience for patients, he feels that ePrescribing through Allscripts MyWay is more robust as he explained, "The advantage with MyWay is that it puts the prescription right into the chart. With MyWay, everything is incorporated so you don't have to think about it. You can see it all in real-time. It's very easy to navigate to what you need including past medical history and medications. All the scripts are right there in front of you. And the drug interaction and allergy alerts will come right up—boom—to head off any potential medication conflicts."

Overview

CLIENT PROFILE:

- Podiatry practice
- 1 physician
- 1 location

"It's become streamlined to the point where click, click click, and you're done," said Dr. Noguchi. "My staff is doing more important tasks now, rather than punching a hole in here or filing this over there. Once you get MyWay fine tuned, it's pretty seamless. Since the changeover, this technology has dramatically changed our practice."

Garret Noguchi, DPM

Outcomes

SMARTER WORKFLOW

Dr. Noguchi has seen dynamic improvements in how his practice operates with Allscripts MyWay, and the remote access capabilities of the technology top his list. "The remote access is the best thing," he stated. "We used to stay late hours to finish our charting. It was just a mess. Now we can go home right when the office closes. With remote access, you can go anywhere there's Internet access to do your charting. It's especially helpful if you have a family. If you need to pick the kids up from school, or you're running behind, you don't feel as stressed. This definitely removes a level of anxiety from how we used to run things."

The staff at Dr. Noguchi's practice is now using Allscripts MyWay to handle practice management tasks automatically, such as setting patient appointments and sending appointment reminders. "It's become streamlined to the point where click, click click, and you're done," said Dr. Noguchi. "My staff is doing more important tasks now, rather than punching a hole in here or filing that over there. Once you get MyWay fine tuned, it's pretty seamless. Since the changeover, this technology has dramatically changed our practice."

Allscripts MyWay also makes a significant impact on the billing side of the practice as well. "Our claims are definitely going out cleaner," stated Dr. Noguchi. "And the payment schedules coming from insurance companies are much quicker now. Before, when we were sending to Medicare, it would take probably a month, sometimes over a month, to get paid. Now, we're getting paid usually in 2 weeks. With private insurers, it used to take 2-3 weeks, and now we're getting paid in about a week. We're getting our money quicker, and that's a good thing. With the quick return on the payments, you're rolling forwards not backwards, and you're not chasing your tail."

MEASURABLE ADVANTAGES

Dr. Noguchi can clearly define the advantages that he is experiencing through Allscripts MyWay. "I'll tell you: the old charts were very expensive," he said. "Just a case of 50 folders would be about \$40. And we used to go through 1 or 2 boxes a month, plus the paper to generate notes."

But time is also a definable quantity that the practice is saving with Allscripts. "Time is money," declared Dr. Noguchi. "Through MyWay, I'm seeing an additional five patients per day on average. When you translate that into dollars, it's quite a significant amount."

"But more importantly, if I can have more personal time with my family, and alleviate some of the stress at work, you can't put a dollar figure on that."

FUTURE PLANS

Dr. Noguchi plans to integrate Allscripts MyWay with his local lab, as Allscripts MyWay is fully capable of integrating with labs, and Allscripts continues to develop new interfaces as needed.

OUTCOMES:

- Easily modifiable templates tailored directly to the specialty of the practice
- Remote access delivers more personal time to the physician
- Approximately \$80-\$100 per month saved in binders and office supply costs
- Over 50 percent reduction in A/R processing time
- Patient volumes increased by over 5 per day on average

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