



Oncology Practice Applies Electronic Health Record (EHR) for State-of-the-Art Patient Care

Dr. Raja Mehdi



Dr. Raja Mehdi

Client Case Study

Dr. Raja Mehdi had been practicing oncology and hematology for more than five years in the Topeka, Kansas area. When he decided to hang his own practice shingle in Las Vegas, Nevada with his attorney wife, he was determined to thoroughly investigate all of their options for a specific oncology practice management and electronic health record system.

As Dr. Mehdi states, "given the financial commitment required to launch a practice from the ground up it was essential to identify a PM/EHR system that would address our rigid patient care criteria while also offering an exceptional value in the long term." Dr. Mehdi founded Hope Cancer Care of Nevada with a clear vision: acquire the best patient care team and tools from the very onset.

The software that Dr. Mehdi selected is designed specifically for medical oncology, providing a clear, fast and flexible means of documenting patient information throughout the medical assessment and chemotherapy administration process. With the ability to include diagnostic images, lab results, and external documentation, MedSym's oncology EHR provides a complete picture of patient care for the staff at Hope Cancer of Nevada.

About the Client

Hope Cancer Care of Nevada

Location: Las Vegas, Nevada

MedSym Products:

- HemOncProPM
- HemOncProEHR
- HemOncProLIS

MedSym Services:

- Billing and Claims Management
- Patient Financial Coordination
- Coding Verification

Challenges and Solutions to Patient Care

Dr. Mehdi entered the field of cancer care medicine with dreams of helping patients, saving lives and treating disease. However, as the years went on, he found that it was becoming increasingly difficult to spend as much time with patients as he would have liked. Instead, his work days were gradually consumed with administration and paper work.

"Before I began to use MedSym's system, I wasn't able interact at the level that I wanted to with my patients. I would be reviewing and entering information into patient charts," Dr. Mehdi explains. "MedSym has many advantages, such as error reduction, following practice guidelines, or using the most up-to-date treatments. These advantages lead to excellent patient care and make the system financially worthwhile."

Medical oncology is a complicated specialty that challenges the practices staff with highly specific chemotherapy orders and instructions, and the constant updating of lab results and clinical treatments. It is a patient care setting that requires precise processes and vigilant patient monitoring.

HemOncProPM and EHR Supports Optimum Patient Care

The HemOncPro Practice Management (PM) and Electronic Health Record (EHR) software offered Dr. Mehdi a fully integrated, simple-to-use system that automates daily tasks, streamlines workflows and creates a single, accessible source of patient data. As a Web-based service, he can access it from any location and anytime to review patient information.

"After many months of extensive research, I selected MedSym's PM and EHR system," Dr. Mehdi explains. "The product's oncology and hematology features and cost were compelling, and it is the best offering that is designed for my patient care needs." Dr. Mehdi is now able to securely access records from a portable tablet PC where he can also enter patient information directly into patient charts. All pertinent information is available within a few clicks.

Results

Since implementing the HemOncPro software system, Dr. Mehdi has seen a substantial shift in how his time is spent. With dozens of predefined clinical templates available to him, he



“
MedSym has many advantages... These advantages lead to excellent patient care and make the system financially worthwhile.

— Dr. Raja Mehdi, Hope Cancer Care of Nevada, Las Vegas, Nevada
”



Client Benefits

- e-Prescribing
- Real time 24/7 secure VPN access of all patient information
- Outside lab results are immediately entered onto patients' charts
- Oncology specific disease staging and orders management
- PQRI feature helps your practice meet compliance
- Direct data entry by clinicians and staff greatly reduces transcription costs
- Reduce billing cycles and other core administrative and clinical operations
- Decrease or eliminate labor-intensive chart pulls and re-files

is able to update information while he is meeting with patients, saving valuable time in the management of his practice. Tasks that used to take four minutes or more to write now take 30 seconds to add to the chart. Moreover, Dr. Mehdi is able to build customized templates ensuring a personalized approach for each patient.

A Clear Priority: Patient Satisfaction

“The MedSym system captures all of the patient data and makes it accessible immediately while I am talking to them.” Dr. Mehdi now feels more freedom to spend more time with individual patients. Now he can visually demonstrate changes in a patient's condition using the visual aids. “Graphics in the HemOncPro system definitely help to illustrate issues and have an impact on patient understanding and ultimately patient satisfaction,” he says.

Complete and Compliant Patient Records

In addition to time savings, the HemOncPro software also helps ensure accuracy, legibility and security of notes. This is vital to a physician's effectiveness. Dr. Mehdi maintains stringent record-keeping requirements and routinely audits his staff notes for clinical accuracy and coordination of care.

“A physician could be a great doctor, but if no one can read his handwriting that wouldn't matter. Doctors need the tools to make them accountable; however, the tools must help us manage all aspects of our patients care,” Dr. Mehdi explains. “Cancer care is very complex and requires a clinical system that provides decision support features such as drug interaction alerts, dose warnings and treatment guidelines.”

Expert and Rapid Implementation

The MedSym team successfully guided Hope Cancer Care of Nevada through the implementation of the HemOncPro

system by managing the process from start to finish. Dr. Mehdi states, “The MedSym staff has extensive backgrounds in oncology practice management and clinical knowledge and understands precisely how to form a roadmap of the improved practice workflow and the impact on patient care.”

Often, automation is done without taking the time to analyze work flow. To secure physician adoption, MedSym led the client in identifying key aspects of workflow redesign, uncovering improvements and tailoring the technology to operate in a clinical setting with ease.

Looking Ahead

Printers have been installed in the office so handwritten prescriptions are a thing of the past. In the future, Dr. Mehdi anticipates continuing to improve patient care using the system, by using it for things such as creating documentation for patient education, e-Prescribing, as well as to manage and track missed appointments.

Finally, MedSym's practice management system, HemOncProPM, is something Dr. Mehdi's staff implemented in a matter of days and has greatly improved on the efficiencies of the office staff. The MedSym PM software transformed the patients claims management processes. By using the practice management software, the staff submits accurate claims, thus reducing claims rejection rates and relieving that burden from the patient. The staff at Cancer Care of Nevada also utilizes the practice management scheduling system to set up appointments and assure predictable patient flow through the clinic and improving patient services.

As Dr. Mehdi says, “With MedSym as our partner, Hope Cancer Care of Nevada is now well-positioned for its future plans, including an expansion of its services. Our experience demonstrates that the tangible improvements in practice performance make it worthwhile when patient satisfaction is a key factor.”

HemOncProEHR™

HemOncProPM™

HemOncProLIS™