



Amazing Charts Saves Dr. Albino from “Nightmare” PM Implementation

Pediatric practice pivots back to Amazing Charts after making a disastrous switch to major EHR/PM competitor

Challenge: New EHR/PM system was failing due to poor training and usability

According to Billing Manager, Kris McCall, the practice’s PM software was discontinued

▶ *“Our PM program wasn’t going to be updated for ICD-10, so the practice needed a new solution. The doctor wanted an integrated billing and documentation system, which our EHR didn’t offer at the time.”*

Picked leading cloud-based EHR/PM system, but implementation ran into major problems

▶ *“Our experience was a nightmare for so many reasons. The practice was allowed to go live when we clearly weren’t ready. The e-learning modules were very time-consuming, yet afterwards our staff still didn’t even know how to make appointments.”*

Decided to pull the plug

▶ *“At one point, it was a very disjointed mess and we were only using the PM system to store patient demographics and verify insurance. We had to abort the mission.”*

Solution: Amazing Charts integrated EHR+PM system is easy to learn and use

Satisfaction with Amazing Charts EHR since 2009 made them confident in new PM solution

▶ *“Dr. Albino loves the Amazing Charts EHR, so I felt confident in scheduling a demo of Amazing Charts PM when it was still new. The demo showed us that PM has the same user friendly qualities as the EHR program. At that point, the choice was easy.”*

Practice staff quickly learned how to use Amazing Charts PM, speeding the process of implementation

▶ *“The Implementation was very easy because the software is so easy to learn. Everybody in the practice can use Amazing Charts PM to book appointments and more, including a nurse who isn’t computer savvy.”*

Posting a payment in three clicks versus 15 clicks with previous systems

▶ *“Amazing Charts PM just doesn’t require as many clicks, scrolls, and screens as other products. For example, I’ve used PM systems that require more than a dozen clicks to post a payment, whereas I can perform the same task in Amazing Charts PM with just three clicks.”*

Results:

- ✓ Built-in eligibility checking is “exponentially faster” than the several minutes it formerly took using insurance company portals.
- ✓ The practice regularly runs financial reports such as Unpaid Claims and Days-to-Pay to ensure insurers are paying quickly.
- ✓ According to Dr. Albino, Amazing Charts Practice Management helps her practice “bring in more revenue.”