# SWITCHING YOUR EHR PACKAGE

## WHAT TO KNOW WHEN CHANGING EHRS

**Changing your EHR is a big decision. We collected useful information and a few key recommendations to help out as you embark on this journey.**

Knowing what's ahead of you when you begin the process to switch your EHR is important. It can help you plan and feel more confident in your decision. We hope the information we collected here can help you make these key choices. Our team can help eliminate the headaches in the process so you can enjoy the personal and professional satisfaction that comes with finding an easier to use EHR.

Amazing Charts Medical Practice Consultants are here to help! Enclosed, please find the following reference materials to assist you with what you should know and be aware of when switching EHRs. To learn more, please contact us for a free practice consultation.

**Call 866.382.5932 for your free consultation with our EHR experts**

## WANT TO SWITCH YOUR EHR? WHAT WE'LL COVER

- Switching your EHR Checklist

- FAQ: Things to consider when switching your EHR

- Common Reasons Practices Switch EHRs

- The Switching Timeline – What to Expect

- Client Success Stories

- White Paper — Reasons to Switch

- White Paper — Office Productivity

- White Paper — Work-Life Balance

# SWITCHING YOUR EHR CHECKLISTCHECKLIST

1. **Assess the EHR functionality you are looking for**
   - ❏ This time around, look for something that truly charts how you want to
   - ❏ Assess your pain points and use that as a guide
   - ❏ Speed: How fast is it to chart X in your current EHR?
   - ❏ Is there functionality you do not need/like?

2. **Choosing locally hosted versus cloud-based systems – which is right for you?**

3. **Select an EHR**
   - ❏ Is the EHR cost effective, expandable, easy-to-learn and easy-to-use?
   - ❏ Do they offer a free trial?
   - ❏ Do they offer some free training?
   - ❏ Do the implementation specialists have several years of experience helping practices switch EHRs? Do they offer Practice Management or billing options?

4. **Understand the transition process (data transfer, implementation, etc.)**

5. **Training your staff on how to use the EHR efficiently**
   - ❏ Efficient use is essential for productivity

6. **Setting your practice up for success (add-ons, future training, etc.)**

# COMMON REASONS PRACTICES SWITCH EHRS

1. **Their EHR vendor is sunsetting the product and will no longer support it.**

   Amazing Charts is here to stay. Harris Healthcare is financially strong, and it practices the "Family is Forever" policy, meaning it doesn't sell companies it acquires. Being a part of the Harris Healthcare family also means that clients can take advantage of the "Software for Life" philosophy. Regardless of which solution clients choose, they will receive the same level of service, support, and long-term technology protection.

2. **Their EHR is not certified to meet the practice's needs (CMS, MIPS, MACRA).**

   Amazing Charts is current with Meaningful Use certifications and continuously deploys resources to meet these CMS requirements, so it is a solution you can use confidently.

3. **Their EHR is not user friendly and wastes time/money.**

   Some EHRs do not work well within a practice's workflow and are too cumbersome to use quickly, meaning doctors, nurses, and other office staff spend more time in front of a computer screen than with patients. Amazing Charts uses a SOAP note format and resembles a paper chart, which requires fewer clicks and allows you to see more patients through the day.

4. **Their EHR is too expensive.**

   A private practice is a small business. Amazing Charts was founded and built by a practicing independent physician who understood the financial challenges you face, and set out to create an affordable solution.

5. **They are opening a new practice and want to use a different EHR.**

   This is a perfect time to make the switch! Read our "New Practice" guide here for more info and resources on the process.

6. **Their EHR has data errors.**

   If your EHR is consistently creating issues with your data, it impedes your ability to run your practice smoothly. For instance, issues affecting MIPS data can be a major problem with CMS compliance.

7. **Their EHR does not have a billing component.**

   As we mention above, a private practice is a small business. If your EHR is not able to effectively handle the financial part of healthcare, you are at an extreme disadvantage that will cause you to waste time and miss out on revenue. Make sure you get paid for your work!

8. **Their EHR does not connect to practice's state registry for immunizations / HIE interoperability.**

   Moving forward, there will be more of a need to connect to the outside world. Whether it be for immunizations, HIEs, or something else, Amazing Charts has decades of experience building connections with a variety of entities.

9. **They need to switch from a server-based system to a cloud based system, or vice versa.**

   Amazing Charts offers a variety of installation models that can be tailored to the needs of your practice. We do not force you to choose the way that's best for us – we will work with your practice to determine the right fit. Whether you prefer to host the solution yourself (or do not have a great internet connection!) or want access anywhere, anytime, we can help.

**Want to speak to one of our experts about switching?  Call us at 866.382.5932**

# amazingcharts
A Harris Healthcare Company

# SWITCHING YOUR EHR TIMELINE - WHAT TO EXPECT

The switching process can seem daunting, but lots of practices have done it successfully and are better for it today. To provide a greater understanding of the journey, we included a typical timeline of events. Please note this can vary depending on a variety of factors, including free trial time, getting data from your current EHR, adding Practice Management, etc. We will work with you every step of the way!

**STEP 1**

Get initial pricing and determine Amazing Charts is within your budget.

**1**

**STEP 2**

View a detailed demonstration of Amazing Charts to determine if it will work within your practice's workflow and determine any potential add-on products needed / desired.

**2**

**STEP 3**

Purchase Amazing Charts

**3**

**STEP 6**

Import prior data from old EMR into Amazing Charts (if applicable and desired). ***

3 - 5 Days (If only demographics, this can be 1 - 2 days)

**6**

**STEP 5**

Collect data from old EMR to import (if desired). **

Time depends on former EMR company

**5**

**STEP 4**

Install / Setup Cloud for Amazing Charts Software

2 -3 Days

**4**

**STEP 7**

Attend 3 free trainings over 2 days

2 Days
(Available Time Permitting)

**7**

**STEP 8**

Activate additional features in Amazing Charts (i.e. e-prescribing, EPCS, PDMP, interfaces, etc. if applicable.

3-5 Days (Lab/Rad. Updox, and State Reg Interfaces can take longer).

**8**

**STEP 9**

**GO LIVE WITH AMAZING CHARTS**

**9**

The average timeframe from purchase to go-live is typically 2-3 weeks, depending on circumstances (such as getting data from your previous EHR). The time might be longer if you choose to utilize our free trial. It could also be faster if needed!

Talk to us about switching your EHR. Contact us: 866.382.5932 or visit www.amazingcharts.com

# FAQ: THINGS TO CONSIDER WHEN SWITCHING YOUR EHR

**Q: What should I look for when selecting an EHR?**

A: There are many EMRs on the market, but only a handful are developed for small to mid-level practices. You should schedule a demonstration of the software to make sure it meets your needs.

**Q: How much is going to cost?**

A: You want something not too expensive, as you are trying to build your revenue stream and not go broke in the process.

**Q: Is it hard to learn? Do they offer some free training?**

A: You want to find an intuitive system familiar to your workflow, so you can hit the ground running. Free training at the start can also help round out any questions you have and make you more comfortable.

**Q: Do they offer a free trial?**

A: You want to be able to try the system before you buy it. Like test driving a car, getting your hands on the system before purchase allows you to truly understand the layout and how easy it is. You also want to try the full system, rather than a limited version, so there are no surprises.

**Q: What transition support services does the vendor offer?**

A: Switching EHRs takes effort. Some EHR vendors have more experience and provide more help than others. Evaluate how the vendor will help your practice change EHRs with as little disruption as possible. It is sensitive and complex to migrate patient chart data - find the right partner!

**Q: How will you host your software and data?**

A: Another item to consider is how best to host your software. Many practices are moving to cloud based or cloud hosted EMRs. Others are sticking with the conventional "Office Hosted" option, where your database is stored on your practice's main computer or server. Discuss what option is best for you with your implementation specialist.

**Q: What kind of hardware / tools will your practice need?**

A: Again, your implementation specialist will help you determine what hardware would be required to make your office run smoothly. It is very important to know what software and tools you will be using in your office prior to purchasing hardware so you do not overspend or buy equipment not suitable for your needs.

# SURGEON CUTS ATHENAHEALTH EHR AND SWITCHES TO AMAZING CHARTS

Dr. Gerardo Carcamo says previous EHR was designed "by admins for admins"
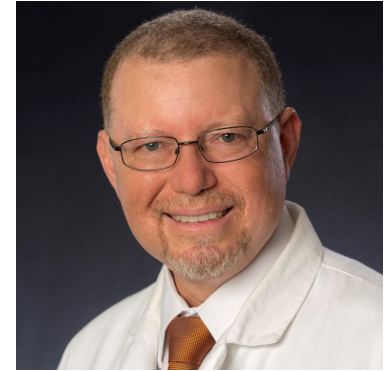
Gerardo Caracamo, MD

## CHALLENGE: WORKING WITH AN INEFFICIENT EHR SYSTEM

| | | |
|---|---|---|
| Expensive | ➡ | "There was a large fee for interfaces, and the percentage for billing was very high." |
| Limited customization | ➡ | "I was told athenaClinicals was customizable, but I quickly found out it was highly limited." |
| Stressful workflow | ➡ | "My staff hated the basic functionality and workflow of athenaClinicals. Some of my staff quit because the EHR was so difficult and stressful." |
| Work-life imbalance | ➡ | "Every night I was in the office until 9 pm, finishing open charts." |

## SOLUTION: AMAZING CHARTS EHR

| | | |
|---|---|---|
| Usable and efficient | ➡ | "Because of its focus on usability, I'm able to see more patients in a day with Amazing Charts." |
| Highly integrated | ➡ | "Amazing Charts makes it easy to grab charts from hospitals and upload them into patient records." |
| Customizable | ➡ | "With Amazing Charts, my staff and I have complete control over what we can customize!" |
| Healthy work-life balance | ➡ | "I'm not in the office late at night anymore. I'm able to get home after the last patient is assisted." |

## RESULTS

✔ Dr. Carcamo's staff is happy with the efficient office workflow of Amazing Charts

✔ Customizable templates allow Dr. Carcamo to spend more time with patients

✔ Dr. Carcamo now gets home in time for dinner and spends more time with family

# SOLO PEDIATRICIAN FINDS EMR BLISS IN HAWAII

Pediatrician Dr. Galen Chock was in constant pursuit of charting happiness until he found Amazing Charts.

Galen Chock, MD

## CHALLENGE: FINDING THE RIGHT EMR

| | |
|---|---|
| Printed typed notes from visits and glued them into paper charts | ➜ "One night it hit me when I was doing my charting, and I knew there had to be a better way." |
| Tried Eclipsys Medinotes, but building templates took too long | ➜ "It was all click, click, click; nose click, eye click. To be honest with you it was terrible. I wasn't happy charting." |
| Looked into EpiCare Ambulatory EMR, but it wasn't a good fit for a small practice | ➜ "I couldn't afford to have my patient load cut by 95% the first week, and 50% the second week. Plus, I'm a 'little guy,' so if I had a technical issue I would be put behind large practices in the queue." |

## SOLUTION: AMAZING CHARTS

| | |
|---|---|
| Easy to use | ➜ "During my free trial, I charted a few patients in both Amazing Charts and Medinotes to see how they compared. Hands down Amazing Charts was simpler, faster, and more efficient." |
| Interoperable | ➜ "My practice management system is great, and they were easily able to interface with Amazing Charts." |
| Keep your current patient schedule | ➜ "When I implemented Amazing Charts, I had no change in patient flow whatsoever." |
| Customizable | ➜ "I created custom health maintenance alerts to track metrics for PCMH compliance. My colleagues using Epic are stuck with paper or Excel to track these same metrics." |

## RESULTS

✓ Received Inaugural Health IT Leadership Award presented by the Hawaii Health Information Exchange (HIE)

✓ Captures better clinical data that can easily be translated into analytic reporting, and accessed at a moment's notice

✓ Became PCMH certified by customizing Amazing Charts for robust patient panel management

✓ Receives high quality customer service from the Amazing Charts support team via email, chats, and phone whenever needed.

# CLINICIAN REJECTS MULTIPLE EHRS BEFORE DISCOVERING AMAZING CHARTS

Nurse Practitioner Deanna Tolman's experiences with EHRs were a nightmare until she used Amazing Charts

Deanna Tolman, NP

## CHALLENGE: FINDING THE RIGHT EHR FOR HER PRACTICE

| | |
|---|---|
| Eclipsys MediNotes EHR was slow, awkward, and crashed all the time → | "It was inherently slow because so many different screens were required to document a note. Plus, the system seemed to crash for several hours every few days." |
| eClinicalWorks EHR had too many clicks → | "...way too many clicks to document a note, and too much time wasted waiting for screens to load." |
| Bond EHR reduced continuity of care → | "As a result, many of my fellow practitioners can't finish a note while seeing the patient. If the note isn't finished, copies of the documentation can't be given to the patient to take with them to their primary care clinician, and this acts to reduce continuity of care." |

## SOLUTION: AMAZING CHARTS EHR

| | |
|---|---|
| Easy to learn → | "I started using the program that very day and was able to finish a note by the end of each patient visit." |
| Affordable → | "Amazing Charts was so affordable, I was able to purchase my own license and start my house-call practice." |
| Convenient → | "The program made it easy to document a meaningful note during a patient visit, printing out all necessary patient documents, including prescriptions, by the end of the visit." |
| Usable → | "My notes are extensive and detailed, and I love the ability to add free-form text in Amazing Charts." |

## RESULTS

✓ Amazing Charts' affordability made it possible to open a "micro-practice" in her hometown Aurora, CO

✓ Customizable templates allow her to spend more time with each patient

✓ Meeting the primary care needs of Americans under the Affordable Care Act

# 8 REASONS IT'S TIME FOR YOUR PRACTICE TO LOOK FOR A NEW EHR

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As with any industry, there are a handful of companies that dominate the market among EHRs. If your company is using one of these EHRs, you may have made the decision without even thinking about it, because you had heard of the EHR company and knew that many of your friends and colleagues in the industry were using it.

**Reason 1: Your Current EHR is "Sunsetting"**

This is considered an urgent reason to change EHRs. When your current EHR is sunsetting, that means it has announced that it will no longer develop enhancements for its current product. You want your EHR to be continually updated and improved, because it keeps your company moving smoothly, and also keeps it secure. If sunsetting is going to be occurring with your current EHR, it is time to change to a new one.

**Reason 2: Your EHR is Undergoing a Merger**

If your EHR is merging with a company that will result in that company having more than one EHR, there are potential issues with inoperability with your current EHR. There may also be interoperability issues with the new EHRs and your current one.

**Reason 3: Lack of Certification**

If your EHR does not have certification for federally mandated programs such as PAMA and Meaningful Use, you should change your EHR to a new one right away. Having the proper certification is essential to making sure your EHR does what you need it to do, in the way you need it to do it.

**Reason 4: Efficiency Issues with Your EHR**

While the first three reasons are considered "big" ones that should prompt you to switch EHRs right away, there are other reasons that are not so urgent, but should make you seriously consider changing. The good news is that you do not have to change right away, and can take your time in considering what type of new EHR you want to adopt. Efficiency issues with your current EHR is one of these less pressing, but still important reasons for changing EHRs. EHRs are expensive and take a long time to implement at a company, but if your current EHR is not as efficient as you need it to be (or if it used to be fine, but no longer meets efficiency requirements for your current needs), then you need to have a look into the replacement EHR market.

> 26 percent of surveyed physicians have used over five EHR systems – but Amazing Charts EHR is the one solution to eliminate your practice inefficiencies and improve your daily workflow.

### Reason 5: Your Current EHR is Not Suited to the Specialty of Your Practice

Sometimes, your practice has needs that simply cannot be met by a generic EHR. There are plenty of EHRs out there that are just name brand, big box solutions, and those may not be (and likely are not) the correct ones for your practice. If you have rushed to order an EHR without properly researching it, you may find that it does not do what you need it to do when you put it to work at your office. If this is true, you are not alone. About 75 percent of practices report their current EHR is not right for their specialty. With an EHR that does not align well with the daily workflow of a practice, the job of the physician becomes much more challenging. It is time to replace EMR and begin using a new one that does what your individual practice needs it to do.

### Reason 6: There is No Customer Support

Even if your EHR is terrific in practice, you will likely be unhappy with your experience with it if there is no customer support. Lack of customer support can mean anything from responses that are not timely in nature, not professional or helpful, or even getting no responses from customer service at all. You naturally want to feel like your EHR vendor supports you, not that it has abandoned you. Around 44 percent of users of EHRs report that their vendors are not appropriately responsive to their issues and inquiries. When this is true, physicians tend to want to make a change in their EHR, and they should. Besides being annoying and disrespectful, a lack of customer support can actually hinder a practice's operations and bottom line, sometimes in a significant way. No matter how good it is, an EHR without good customer support should be replaced.

### Reason 7: Poor Training

Learning how to use any EHR is not easy or simple. If your practice does not receive the correct amount of training on how to use yours, it will only be natural for you to become frustrated. Most practices receive less than three days of training on their new EHRs, and some receive no training at all, especially if their EHR is an out of the box, generic one that is supposed to be (but in reality is not) a one size fits all EHR. When office members are given little training, or completely left on their own to figure out an EHR, it results in long periods of inefficiency at your practice, which will negatively impact your patient experiences and care. If you have an EHR with little or no training, and your personnel is still learning how to use it, it is time to seriously consider getting a new one that comes with the proper training your people need to use it effectively and efficiently from the get-go.

### Reason 8: Complex Navigation

It is crucial for an EHR to be easy to use. If it is not, then the personnel at your practice is almost certainly not going to be happy with it. Sadly, around 58 percent of EHRs are known for being complex to use, with click-heavy navigation and other user unfriendly features. When an EHR is difficult to use, it takes longer to use it, and this results in less efficiency for the office. Not only will the personnel not have enough time to devote to their other duties at work, physicians will have less time to focus on their patients, because they will be busy focusing on navigating their EHR. An EHR is meant to enhance patient care. If your EHR is not allowing your practice to do this, then it is time to change it. Do not waste time trying to learn or get around a complex navigation on your EHR. Invest in a new one that is more user friendly.

### Some Thoughts on EHRs and Changing Yours

If your current EHR is not meeting your needs in any way, it is time to move on to a new one. Your partnership with your EHR is supposed to be a mutually beneficial one. It is up to you to recognize any issues that you may be having with it, and then examine other EHR solutions that will do the things you need them to do. When you choose an EHR wisely, the benefits to you as well as the vendor can be abundant. However, the most important thing is that your patents will benefit, which is why the EHRs were invented in the first place.

Regardless of your experience with an EHR, remember that what is right for your practice may not be right for another one, and vice versa. Just because one particular EHR did not work out for your practice does not mean it will not be the perfect solution for a different practice. Most EHRs on the market today are doing their best to provide the best service and experience for both practices and patients. You must examine your experience with your current EHR through the lens of what it is or is not doing for you, your personnel, and your patients, and make a decision on switching it (or not) based on all of those factors. When you choose your EHR well, everyone involved with it should be happy.

# USING TECHNOLOGY TOOLS TO IMPROVE DOCTOR WORK-LIFE BALANCE

There is a silent epidemic which is slowly spreading its way through the medical community – **physician burnout**. While we may hear reports of superstar athletes or movie stars who say they need a break because they are burned out, perhaps none has such life and death consequences as that of the physician.

Today's doctors combat stress from every imaginable angle. They need to carry a heavy patient load to cover their overheads costs, pay steep malpractice insurance premiums, and still make a profit. Insurance companies require mounds of paperwork to document and support claims, and seem to fight the physician's medical choices at every turn. The government has added even more layers of stress with new mandates requiring improved chronic care management, patient engagement requirements, and timeline adaptations to the Promoting Interoperability (PI) Program, all in the name of quickly transitioning to a value-based healthcare system.

All of that is certainly enough to create physician burnout on its own, as doctors spend increasing amounts of time at the office in an effort to keep the practice afloat and still provide quality care. The idea of being able to take any kind of break to recharge their physical and emotional well-being is impossible to imagine. Electronic technology and digital devices now make it possible for the office to follow the physician virtually anywhere on earth.

Instead of maintaining a healthy work-life balance, modifications are made to the daily schedule – often at the expense of quality family time, vacation days, personal health, and even emotional well-being. Disturbing statistics about the impact of these increased stress levels can be found in the Medscape National Physician Burnout, Depression & Suicide Report 2019. A survey of over 15,000 physicians from 29 specialties revealed that 44% reported feeling burned out. 11% experienced symptoms of depression, with 4% diagnosed as clinically depressed.

> A survey of over 15,000 physicians from 29 specialties revealed that 44% reported feeling burned out.

Some of the highest rates of burnout were reported in the specialties of urology, neurology, internal medicine, family medicine, and OB/GYN. Perhaps somewhat surprising is the fact that the 2018 report indicated that the highest levels of both depression and burnout were found in OB/GYN, urology, neurology and family medicine practitioners. For a profession that is founded on the principles of helping others feel better, it is highly ironic that so many of its own members are not up to par themselves.

These feelings most assuredly affect the ability to interact with patients at the highest levels on any kind of consistent basis. The doctor might appear less friendly or less engaging as the patient is trying to explain symptoms. It may be hard to focus on the conversation, document the symptoms, order the proper diagnostic tests, make an accurate diagnosis, develop a care plan, and log all of this correctly into the patient chart. Other disturbing symptoms of physician burnout include:

- Negativity or indifference toward patient care.
- Increased likelihood of medical care errors.
- Heightened feelings of cynicism or apathy.
- Looking at patients as a disease or a condition, and not as a person.
- Feeling of being on a treadmill without accomplishing anything.
- Becoming emotionally exhausted and withdrawn.
- Increased distance from partners, family members, friends and emotional support network.

# REDUCING OFFICE STRESS TO REDUCE PHYSICIAN BURNOUT

Not only can physician burnout compromise the quality of care provided to patients and increase the possibility of medical malpractice lawsuits, it also impacts the doctor's ability to interact with office staff and other medical professionals. In response to these pressures, some physicians choose to take the hospitalist route, merge their practice with a larger organization, or leave the medical field entirely. In the worst case scenario, some 14% of doctors report thinking about suicide, with an estimated 400 physicians per year completing the deed.

To prevent these dire outcomes, it is helpful to understand the basic causes of office stress and to look at some ways of reducing it in order to avoid physician burnout. Medscape found that the factors which contributed most to feelings of physician burnout included:

### Trying to Accomplish Too Much

Overexerting yourself leads to spending too many hours at work. Conversely, this would also mean that the physicians are not spending enough time on leisure and non-work activities that could help reduce feelings of stress.

### The Profit Motive

Profits are usually more central to practice protocols in multi-partner or hospital settings, but profit can still be a worry for the private practitioner as well. If he/she cannot run the office in a method that is conducive to earning money, the practice may ultimately be faced with closure.

### Perceived Lack of Respect

In older days, the physician was the final word in all medical situations. In the digital age, every patient can become a diagnostic sleuth, sometimes coming up with unlikely medical scenarios or challenging the doctor's integrity on matters of cost.

### Lack of Autonomy

While a private practice physician may have a good deal of autonomy about office protocols, many still feel bound by insurance company and governmental regulations. Physicians in a multiple-provider or hospital setting often report far lower levels of control.

### Too Many Bureaucratic Tasks

This includes charting and paperwork. Over 50% of the respondents felt that this was the number one factor contributing to their burnout.

### Increased Regulatory Environment

This isn't as high up as one might think, but it is still a great source of stress. Just between 2011 and 2014 alone, physicians had to deal with multiple events that had a huge impact on the medical industry including increased purchases of medical groups by hospitals, steep increases in drug prices, the Affordable Care Act and its ever-changing directives, pay for performance, and mandated electronic health records (EHRs). It seems like regulations change every year, and each practice must scramble to keep up or face penalties for non-compliance.

### Implementing Electronic Health Records

An unforeseen consequence of the computer age is the fact that something as seemingly helpful as implementing EHRs is often seen as a contributing factor in burnout. Perhaps this is because it is mandated from government sources, or doctors are uncomfortable with computer technology. Finding the most efficient system for a practice's needs can be difficult, and learning how to use a non-intuitive system can increase anxiety.

To reduce the dilemma of physician burnout and restore a better balance, positive actions physicians can take include trying to exercise more, spending time with family and friends, listening to music, practicing higher levels of self-care or participating in some type of therapy. In your daily or weekly calendar, be sure to schedule in time for important family events or time with your partner. This makes it a priority, and having it in the schedule makes it more likely to happen. If someone asks you to do something that is in conflict with your self-allotted time, learn the art of saying "no" with firmness and grace.

# USING TECHNOLOGY TOOLS TO IMPROVE DOCTOR WORK-LIFE BALANCE

Although technology is currently receiving some of the blame for increasing physician burnout, it also has the opportunity of being able to restore the work-life balance as well by helping to organize, analyze and manage the practice. New advances are being made in technology every day which can help doctors realize that they can significantly reduce their paperwork and overhead time, so they can focus more on providing quality patient care.

A more text-based EMR such as Amazing Charts, and charting using dictation software like Dragon now allows practitioners to significantly decrease the time it takes to complete encounter notes, all while still meeting the guidelines and requirements needed to maximize billing. Technology tips to reduce administrative burdens include:

## Practice Management Tools

Find a practice management solution that lets you manage patient records, insurance eligibility, documents, and billing, with tools that can save your practice time and money.

## Population Health Tools

These tools allow you to aggregate, analyze, and achieve results for your practice as a whole through better patient care, reduced patient costs, and increased practice productivity.

## Simplify Your Billing Structure

Let an electronic Revenue Cycle Management service handle the hassle of patient billing for you. Your practice could experience an increase in collections, a higher rate of claims paid on first submission, and a quicker time to payment with your payers and patients.

## Increase Electronic Communications

Recent advances in patient portals allow physicians to stop relying on the telephone to contact patients, exchange messages and share information. Intra-office messaging can be enhanced to allow charts to be instantly accessible and editable to any office user with appropriate access. Interoperability requirements can be met through electronic means instead of having to copy and mail vast quantities of paperwork.

## EHRs

Electronic Health Records are now more of a must for efficient practice management than ever before, but they do not have to add to the stress levels. Look for an EHR system with a high degree of intuitive menus, one-click access, and plenty of templates so you don't have to input the same information over and over.

## Telehealth Tools

A telemedicine solution allows you to remotely deliver in-home patient care. A tool featuring secure video chat and text conversations allows you to continuously treat patients without the need for in-person contact.

## Dictation

The EHR has eliminated the need for cumbersome dictation and transcription routines. Dictation technology like Dragon makes it fast and easy to complete your charts and move on to the next patient.

## Get On the E-Prescription Train

If you are still using a prescription pad and written instructions to provide prescriptions to your patients, you are causing unnecessary stress for yourself. E-prescribing gets your specific instructions directly to the pharmacy or dispensary and lets you get the exact medication to your patients more quickly.

Most medical schools do not have courses in self-care, burnout, and work-life balance, even though it might be a good idea. The onus, therefore, is on the physician to learn about the mindset, tools and technology which can help to run the practice in a better manner so the physician can lead his or her best life as well. Become your own wellness champion, and you will be a better champion for your patients.

# FOUNDED BY A PHYSICIAN FOR PHYSICIANS

Amazing Charts was founded in 2001 by a practicing family physician familiar with the challenges clinicians encounter on a daily basis. Since then, Amazing Charts consistently ranks as a top EHR for ease of use and remains an affordable option for medical practices. In 2017, Harris Healthcare acquired Amazing Charts to be the centerpiece of its healthcare group, which is comprised of several ambulatory care solutions.

With the acquisition, the **Amazing Charts family of products has grown to include Harris Caretracker, digiChart, Clinix, MEDfx, Pulse, and Doc-tor.com**. The wealth of knowledge from additional client practices and staff has only strengthened our overall understanding of the space.

Amazing Charts is here to stay. Harris Healthcare is financially strong, and it practices the "Family is Forever" policy, meaning it doesn't sell companies it acquires. Being a part of the Harris Healthcare family also means that clients can take advantage of the "Software for Life" philosophy. Regardless of which solution clients choose, they will receive the same level of service, support, and long-term technology protection. This ensures clients keep pace with the constantly evolving healthcare technology field. Harris Healthcare also has a commitment to compliance to keep your practice up to industry standards.

Today, Amazing Charts provides physicians with solutions for Electronic Health Records, Practice Management, Medical Billing, Population Health, and more. Contact us to see how your medical practice can benefit!

We've helped many clinicians switch to a more usable EHR. Contact us today for a personalized consultation!