

AN EMR IS ABOUT...

- IMPROVING PATIENT CARE
- BECOMING MORE EFFICIENT
- INCREASING STAFF SATISFACTION
- SECURELY ACCESSING CHARTS
- PREPARING FOR RETIREMENT



START EXPLORING THE POSSIBILITIES FOR YOUR PRACTICE:
CALL 604 638 2946 OR GO TO WWW.PITO.BC.CA

GPs talk about the value of an EMR in solo or small GP practices

Here's what your peers have to say about...

IMPROVING PATIENT CARE

"We cannot grasp the complexity of our chronic complicated patients by piles of pieces of paper. We need the EMR to help us... there is no other option."

Dr. Lianne Lacroix, solo GP, Kelowna

"The EMR is a great reminder not to forget certain parts of the history or physical, making my visit notes more complete."

Dr. Helene Bertrand, solo GP, North Vancouver

"Aspects of the EMR are highly motivational for the patients, showing them the graph of their blood pressure, weight, HbA1c, etc. It is extremely easy for me to follow trends in chronic disease and I think that translates to better medicine."

Dr. Theresa Cordoni, three GP practice, Port Coquitlam

"Better patient care is the overall best benefit. There's less opportunity for errors in reading hand-written Rx, less lost lab work, and much less time filing and looking for charts."

Dr. Elinda Ho, three GP practice, Vancouver

BECOMING MORE EFFICIENT

"Lab results are imported directly and speedily to the computer and it's easy to task the appropriate follow-up action to my MOA."

Dr. Satish Desai, two GP practice, Parksville

"I can easily and quickly create professional referral letters to specialists that auto-populate past history and lists of meds. This was a real burden before—not anymore!"

Dr. Lianne Lacroix, solo GP, Kelowna

"We have pride of ownership knowing we have control over the practice, medically, managerially and financially, which is not as easy to do in a paper-based office."

Patrick Mitchell, Practice Manager, two GP practice, Vancouver

"Going paperless saves considerable office space."

Dr. Sam Yip, solo GP, Coquitlam

INCREASING STAFF SATISFACTION

"We've got everything at our fingertips - no more lost or misplaced files, reports or sticky notes. No pulling or filing files."

Connie Walker, MOA for solo GP practice, Kamloops

"Scheduling is more efficient, particularly when searching for or changing appointments."

Lin Beardsley, MOA for solo practice, Victoria

"Billing Worksafe BC has become a lot more efficient, saving my MOA lots of time and frustration."

Dr. Azadali Kamani, solo GP, Vancouver

"Office communication regarding patients is so easy and everything is documented."

Terri Townley, MOA for solo practice, Vernon

CHART ACCESS FROM OUTSIDE YOUR PRACTICE

"Remote access to my EMR allows me to finish my charts away from the office, increasing my time with family."

Dr. Sam Yip, solo GP, Coquitlam

PREPARING FOR RETIREMENT

"On retirement, as opposed to a truck-load full of patient charts, I'll have a computer drive the size of my thumb."

Dr. Stan Karon, solo GP, Vancouver

AND ... YOU MIGHT ACTUALLY HAVE FUN

"One of the most important things is that an EMR is fun! I enjoy having everything a fingertip away, being able to send good consult notes, not losing messages, not losing lab data, being able to see lab trends."

Dr. Michele Fretz, three GP practice, Victoria

Okay, but what about...

DISRUPTION TO MY PRACTICE

"The first six months were horrible, the next six months were tolerable and since then, you could not pry it out of our hands."

Dr. Theresa Cordoni, three GP practice, Port Coquitlam

Implementing an EMR is not without frustration — it is a difficult and tiring transition for you and your staff. However, of all the physicians who have implemented an EMR since the beginning of the PITO program, none have returned to paper, testament that the difficult journey was worth the benefit. PITO and your vendor will work with your clinic to plan for the least amount of disruption to your practice as possible, and ensure that you are fully aware of the journey ahead. And while some physicians desire to implement an EMR quickly, many practices opt to implement at a more gradual pace.

COST

"The PITO reimbursement program is good. The 30% outlay on the software and hardware is easily recouped in the very first year by more efficient billing."

Dr. Wojtek Ciszak, solo GP, Vancouver

Having an EMR is an efficient way to ensure you are benefitting from the guideline-based care incentive payments including Complex Care Codes, Mental Health Management fee, and the completion of Chronic Disease Management forms. Instead of recreating this information from a paper chart, the EMR automatically keeps track of the required information and prompts for deficiencies.

LIMITED RESOURCES

"When things went wrong, PITO was there."

Dr. Michele Fretz, three GP practice, Victoria

PITO recognizes that in busy solo or small practices, it can be a challenge to find the time and skills necessary to implement an EMR.

That's why PITO is committed to providing additional practice-level support throughout the transition to augment your limited resources. Each practice benefits from access to:

Physician and MOA Peer Mentors who have already implemented an EMR and can provide advice "from the trenches."

PITO Relationship Managers who help practices throughout the transition, seeing that you have the required support, helping to identify and manage risks to the implementation, and facilitating you through the funding process.

Experienced EMR Vendors who have together supported over 1,800 physicians in implementing an EMR that meets province-mandated requirements developed by physicians. Also, all EMRs are hosted at a professionally-managed datacentre, freeing you from most of the technical maintenance requirements.

PITO Practice Automation Coaches, who are experienced hands-on people who will work in your practice to help you quickly become functional and efficient with your EMR.

PITO Technical Resources personnel who are available to work closely with your IT support vendor to support your implementation, and address questions related to implementing technology in your practice.

LACK OF EXPERIENCE WITH TECHNOLOGY

"Dictating my notes allows me to capture far more details than when I used to write them out by hand."

Dr. Janice Peace, solo GP, Surrey

While typing is the most common way to enter information into the EMR, not being a good typist doesn't mean that EMR is not for you. Other options, such as voice dictation, tablets, and template-driven consults minimize your typing requirements while improving the comprehensiveness and therefore the quality of your notes.

