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Customer Testimonial – Dr. Gregory Celaya

About Celaya Family Practice

Greg Celaya, M.D., has been practicing medicine for nearly twenty years with the past four dedicated to his solo family practice in Phoenix, Arizona. A small family business of sorts – his wife is a professional coder and his brother serves as office manager – Dr. Celaya runs a tight ship with a team of five dedicated professionals caring for his more than 4,000 patients.

EMR – No Question

When Dr. Celaya took the plunge into private practice, he knew that implementing efficient processes from the start would make life easier down the line. Coming from a medical office based on paper charts, he wanted his own practice to be different. He wanted the kind of practice that took a personal and very “hands-on” approach to healthcare, and knew he needed tools to streamline not only business aspects but also patient interaction.

“The practice in which I was previously employed was still using archaic paper charts that tend to get misplaced and are often difficult to read and nearly impossible to readily share,” says Dr. Celaya. “For my own practice, it wasn’t a question of ‘are we going to employ electronic medical records (EMR)?’ It was a question of ‘which EMR solution is right for us?’”

Dr. Celaya’s wife and resident medical insurance coder, Veronica had urged him to look into EMR for years and was somewhat familiar with a few solutions that might fit the bill for his solo practice. Dan Celaya, brother, former IT professional and now office manager for the practice, also researched several companies’ offerings. Upon further investigation, they narrowed their choices to four leading EMR providers, eventually selecting Physician’s Trust for its impressive training and unique support capabilities.

More Than We Bargained For – In a Good Way

With the choice made to move forward with the eClinicalWorks solution and the contract signed with ECW partner Physician’s Trust, we were ready to begin implementation and training. Within the first few days the Physician’s Trust team had my staff up and running on the EMR system like it was second nature. And within 18 months Dr. Celaya had recouped his initial investment, proving the EMR decision had significant and measurable value to his growing practice.

“The eClinicalWorks solution is what I consider an all-inclusive application – you can do just about anything from scheduling a patient appointment to filing your insurance claims, and everything in between,” states office

manager, Dan Celaya. "There was a bit of a learning curve but Physician's Trust sent us great people who understand our business and our concerns. The system itself is very intuitive and support is always just a quick email or phone call away."

Dr. Celaya feels he and his staff still work just as hard but much more efficiently. Implementation has been relatively simple but the gains have been significant. Charts can be shared simultaneously within the practice. Lab orders and test results are a mere click or two away.

Patient Peace of Mind

During patient visits, Dr. Celaya uses the EMR as his means to convey the level of care he's providing. From inputting patient symptoms and concerns on the spot to accessing reputable healthcare sites on the Internet and providing rudimentary information and up-to-the-minute treatment options, the doctor creates a special relationship not typically shared by medical provider and patient.

"Our patients have been quick to accept EMR as an integral part of the office visit and now expect greater involvement in their own care which is a welcome shift in attitude," adds Dr. Celaya. "With EMR, they're taking ownership of and interest in their own health issues and care options. And as a physician, I can't tell you how incredibly helpful it is in any medical situation to have a true doctor/patient partnership. It's just liberating."

Quick Clicks

With the EMR system, lab tests, prescriptions and referrals can be ordered, documented and handled in real-time, taking patient care to an entirely new level. Lab orders and results are now electronic and instantaneous, shortening turnaround and communication lag time to the patient.

Prescription refills are also managed electronically, allowing for "one click" approval on refills, drug to drug interaction checking, and a snapshot of the patient's refill history.

"As a medical practitioner with first-hand experience in the historically slow and inefficient paper-based world of medicine, I can readily see the impact EMR has on my office, my staff and my patients," said Dr. Celaya. "EMR gives us a real advantage in managing this practice, and a clear path to building better and stronger relationships with our patients. It's powerful stuff and its impact filters into every level of medicine."

About Physician's Trust

Physician's Trust, Inc was founded on the premise that technology alone is not the answer. Physicians desire a turnkey solution to manage implementation, training, support and provide workflow consultation. A true partner will provide the people and the processes to ensure success and maximize the return on investment. The Partnership is ongoing, evolving as the practice evolves and embraces change.

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