



“My best buddy just wouldn’t stop talking about his EMR system and how it made his life as a doctor so much easier,” stated Kurtz. “And knowing that healthcare reform was inevitable, I wanted to get a jump on the technology and was intrigued that it could possibly reform my own practice.” –Dr. Michael Kurtz

Customer Testimonial – Valley View Wellness Center

About Valley View Wellness Center

Michael Z. Kurtz, DO, is an osteopathic physician from Southern California and has been in private practice for nearly thirty years. For the past 13 years, he has been in practice with Dr. Paul McKinley at the Garden Grove-based Valley View Wellness Center. The doctors’ staff of ten cares for more than 60 patients a day. Having office appointments available on Saturdays is a pretty unique scenario in the medical profession. Just ask any mother of a young child and they’ll tell you it’s difficult or downright impossible to get a weekend appointment – which is when kids are most likely to get sick. The Saturday appointment is the next-best thing to a house call.

Healthcare Reform/Office Reform

After hearing more and more about pending government legislation to bring health care into the Information Age through Electronic Medical Records (EMR), Dr. Kurtz began investigating the viability of available EMR solutions. With a good friend and colleague already singing the praises of EMR, Dr. Kurtz had a first-hand account of the many challenges and benefits of migrating to and maintaining electronic patient records.

“My best buddy just wouldn’t stop talking about his EMR system and how it made his life as a doctor so much easier,” stated Kurtz. “And knowing that healthcare reform was inevitable, I wanted to get a jump on the technology and was intrigued that it could possibly reform my own practice.”

The doctor checked out a number of solutions to conduct an accurate comparison. While several were adequate, it was eClinicalWorks software solution and Physician’s Trust support that impressed the good doctor. “We were extremely pleased with the response we received from Physician’s Trust. They offered us things the other guys didn’t like billing and onsite, face-to-face training. Very impressive.”

Once the solution was implemented, Valley View Wellness staff was trained in about a week. The doctors were trained in a day. Post-training, staff tackled the enormous task of transferring patient data into the system. While a time-intensive activity, Physician’s Trust was always available to answer questions and provide guidance. “The Physician’s Trust EMR solution is pretty intuitive. When we didn’t quite understand some of the functionality, we’d just contact our Physician’s Trust rep who’d come down and show us,” adds Kurtz. “After that initial phase it became easy and we very quickly got to a point where we just can’t see how we ever survived without it.”

Everyone's on the Same Page

Valley View Wellness houses a number of physicians who specialize in particular disciplines. Basically patients can get everything in a "one-stop shop." There are family practice physicians, a gastroenterologist, a pain management specialist, an orthopedist, a physical therapist, a podiatrist, and at times a neurologist. And all are using the eClinicalWorks EMR solution.

On an average day the practice sees somewhere in the neighborhood of 60 patients. Now when a patient comes in with a question the doctor has all their information at his fingertips. Before implementing EMR, they had to manually pull patient charts or request them from office staff. "Pre-EMR, if a chart wasn't readily available we would have to locate it in storage which is a time-consuming headache. Now the electronic chart – with all its valuable data – is available at the click of the mouse. The process is so streamlined that I get things done while the patient is there in the exam room."

Time is of the Essence

In the past paperwork was the most time-consuming process in the office. Back in those pre-EMR days, Dr. Kurtz had to come in on Sundays for as much as ten hours just to stay on top of charts and billing for the previous week. He would take about 150 charts at a time and do the billing himself and then give it to his on-staff biller who would double-check and submit for payment. By handing the billing over to Physician's Trust, the doctor has seen billing pick up dramatically.

"Billing is so much quicker and cleaner; it generally goes out one day after the office visit which was just an impossibility for me and my biller," added Dr. Kurtz. "In addition to billing the insurance in a timely fashion, we're no longer getting the myriad insurance inquiries and request for records, and we're getting paid in as little as one to two weeks as opposed to three months, which is simply phenomenal."

While the initial investment was quite an undertaking, Dr. Kurtz found the Physician's Trust EMR system paying for itself after just six months of implementation. He points to becoming acclimated with the technology, the completeness of patient records and the accelerated billing process as the catalysts to making EMR a no-brainer. "I would say that right now, two and a half years after EMR implementation, Valley View Wellness is totally ahead of the game."

Dr. Kurtz sums it up by saying, "Would I do it again? Absolutely. Am I happy? Absolutely. Would I use a different EMR system? No, I am very happy with Physician's Trust. They have been great and I would recommend them to all my colleagues. It's been a Godsend, it really has. The only thing I feel bad about is that I should have done it sooner."

About Physician's Trust

Physician's Trust, Inc was founded on the premise that technology alone is not the answer. Physicians desire a turn key solution to manage the complexity of adopting Healthcare Information Technology. 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.

Physician's Trust is the #1 GOLD eClinicalWorks dealer

eClinicalWorks

866-493-0952
www.physicianstrust.net