

## Medical Office Manager Sees Great Practice Improvements with Accuro EMR

**MANAGER:**  
Ann McKenna

**PHYSICIAN:**  
Dr. Catherine McKenna

**SPECIALTY:**  
Family Medicine

**CLINIC:**  
Weight & Nutrition Management

**LOCATION:**  
Calgary, Alberta

**ACCURO CLIENT SINCE:**  
January 2005

**ACCURO USERS:**  
Physician  
Medical Office Manager  
Medical Secretary

*"Accuro brought us more efficient methods, giving us time to do other things."*

- Ann McKenna, Office Manager

### Practice Challenge

Ann McKenna, Office Manager, found that the high volume of paper flowing through the clinic was bogging everyone down: "From an administrative point of view, we were tired of pulling & re-filing files."

The clinic was also using an outside company for their billings. "This was also time consuming," said Ann, "Because we had to print out a billing sheet for the doctor to fill out, then we would fax it to the company." Ann realized that while things were working, they "weren't as efficient as they could be."

The clinic's main objectives for implementing a new Electronic Medical Record (EMR) system were:

1. Eliminating filing of paper charts
2. Processing bills in house
3. Improving access to information

### Accuro Solution

Dr. Catherine McKenna is the primary physician at the clinic and after being "exposed to many medical software systems," she felt that "Accuro is the most user-friendly."

Ann viewed demonstrations of four other EMR systems and she agreed that Accuro was the most user-friendly, with "intuitive usage."

### Practice Results

Since using Accuro EMR, Ann says, "Filing time is nil now."

Billing, that used to require hard copies and an outside billing service, is now "great." Ann says, "It is wonderful to be able to do billing ourselves and with very little effort."

With Accuro EMR, the electronic lab results "are a time saver," says Ann. With the old paper process, "it was easy for the lab to get lost in the file but now the doctor can easily find labs" in the electronic chart.

Patients also benefit from electronic labs because they get their results "more quickly."

The following summarizes some of the benefits Accuro EMR has helped the clinic achieve:

- 1-2 hours each day saved by eliminating filing
- Quick & efficient in office billing
- Electronic lab results that do not get misplaced

Ann said she would not hesitate to recommend Accuro. "We have numerous medical students through our office every year. They are all exposed to the software", said Ann. She expects that Optimed will be "hearing from them in future years when they open their own offices."