

CASE STUDY

Ian MacPhee, MD

Guelph Wellington Family Health Group Guelph, Ontario

PROFILE

Dr. Ian MacPhee, a family physician based in Guelph, Ontario, teamed up with four family physicians to establish the Guelph Wellington Family Health Group. A graduate of Dalhousie University, Dr. MacPhee's practice is affiliated with Guelph General Hospital. Having been trained on an EHR solution at university, Dr. MacPhee understood the immense improvements technology could bring to managing a practice and delivering superior quality of care.

With a rapidly expanding practice, Dr. MacPhee and his partners struggled to manage the growing workload. Using an outdated, locally installed Electronic Health Record (EHR) solution to manage clinical information, the practice simply couldn't cope with the high volume of patient traffic.

CHALLENGE

A major challenge for Dr. MacPhee was properly documenting patient encounters during busy walk-in hours. Each encounter was first recorded by hand onto a paper document. That document then was keyed into an antiquated EHR system - sometimes by the physician, sometimes by someone else. This, of course, was a tedious process that has inherent risks of illegible handwriting and data entry/transcribing errors.

After a few years operating in this manner, Dr. MacPhee was finding that they were spending more time, effort and money on maintaining the old EHR system's hardware and software. As well Dr. MacPhee and his partners did not feel that the current system could support the growth of their practice and that their productivity was being adversely affected. They quickly realized it was time for a more modern solution that would allow the physicians to focus on healthcare rather than IT.

"We were on a locally installed solution," said Dr. MacPhee. "The costs of maintaining our servers were burdensome, to say the least."

SOLUTION

Dr. MacPhee began evaluating cloud-based EHR solutions. He and his associates selected Nightingale, because the solution was designed specifically for the unique needs of their practice.

With Nightingale's EHR, Dr. MacPhee can collaborate with physicians and other healthcare staff, to ensure that patients receive the highest quality of care. Routine procedures run faster and data entry errors are minimized thanks to the built-in forms and flow sheets in the EHR. Dr. MacPhee also takes advantage of the all-inclusive EHR system's patient registration, charting, lab reports and billing functionalities.

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 **Nightingale**



“Between paper and electronic charts, there’s simply no comparison. Electronic charts are searchable, readable—they leave less room for error.”

Dr. Ian MacPhee

In addition to an end-to-end EHR solution, Dr. MacPhee was looking for a partner to support the practice and provide guidance on how to maximize the investment.

“The support from Nightingale has been great. When we have an issue, which is rare, they are just a phone call away. And if I need a refresher course on a specific task, the online tutorials are very helpful.”

RESULTS

Nightingale’s EHR offers many predefined templates for family practices – ranging from chest pain and immunization tracking to coronary artery disease and pediatric dosage calculators, all of which help Dr. MacPhee and his partners to manage the growing number of patients. The EHR quickly and easily guides the physicians through the forms to make sure all relevant data is captured during each visit.

Delivered as a cloud-based solution, it eliminates the need to purchase and manage an IT infrastructure in the office. Instead the doctors can access medical records, lab results and billing information from any Internet browser – on computers and mobile devices.

For Dr. MacPhee, Nightingale’s EHR also helps balance work and life. With online access, Dr. MacPhee is able to stay in touch with patients and colleagues anywhere, anytime.

“I can access patient records from home and on vacation, flawlessly,” said Dr. MacPhee. “It’s been a great timesaver. I don’t have a pile of charts to go through at the end of the day, and I get to spend more time with my kids.”

With a more efficient process in place, Dr. MacPhee now plans to expand his practice. The team is bringing on an additional physician to better handle

the growing number of patients. Having a modern EHR in place makes the practice more attractive to medical school graduates. Most new grads are trained on computers and shudder to think of having to regress to paper and pen upon graduation.

Dr. MacPhee’s view on technology is shared by a growing number of physicians who embrace EHR in the name of patient care. The residents who practice at his clinic, for example, are already using Nightingale’s EHR as part of their family medicine studies at Western University.

“The kind of investment required for training and implementation – from both a time and cost perspective – of a new EHR is nothing new to me. The fact that our residents had already applied their technical knowledge to Nightingale’s solution proved to be a key factor in our final decision.”

ADVICE FOR FELLOW PHYSICIANS CONSIDERING EHR

- Start small. Bring on new functionalities one at a time to smooth out the learning curve.
- Take advantage of the customer support. A quick tutorial or simple hint can make a world of difference.
- Schedule a few days of training to get your staff up to speed quickly.
- Go mobile. Run Nightingale’s EHR on your handheld tablets to be more mobile around the practice.
- Be prepared. Time spent prior to going live customizing templates and medications yield exponential rewards when you go live.



To learn more about *NightingaleEHR*, visit www.nightingalemd.com, or contact us at info@nightingalemd.com or **1.866.852.3663**.