

Pasco Clinic Increases Productivity Using ChartConnect EMR

case study

Riverside Obstetrics and Gynecology, a family-owned medical practice in Pasco, Washington began using ChartConnect Electronic Medical Record (EMR) soon after the clinic opened in May 2003. A solo medical practitioner with an extremely busy practice, Tomas Hernandez, M.D. recognized that using an electronic medical records system would give him an advantage over the traditional paper method of patient care.

“We purchased ChartConnect EMR to help manage our patient records,” explained Mario Garriga, administrator at the clinic. “The other product we were considering did not have the features that ChartConnect’s EMR has. ChartConnect brought the community to our doorstep. We didn’t have to do anything – it was completely set up.”

To facilitate the clinic’s record keeping and the transition to using an EMR, ChartConnect developed a set of pre-natal forms specifically tailored for OB/GYNs. Now more than a year and a half later, Dr. Hernandez and his staff have found ChartConnect to be indispensable in running the practice. All of the providers and staff at Riverside Obstetrics and Gynecology use ChartConnect EMR—from the receptionist to Dr. Hernandez, including the clinic nurse, the business manager, the nurse practitioner and the back office staff.

The clinic has found ChartConnect’s electronic messaging to be one of the most useful features in helping their practice run more smoothly and efficiently. Rather than tracking down the doctor or staff to exchange information and ask questions during the workday, the clinic uses ChartConnect’s messaging system—saving time and improving communication for all involved. When a patient calls the clinic to request a refill on a prescription, Dr. Hernandez is sent an electronic message regarding the prescription request. He then responds electronically, eliminating the need to locate staff to exchange information.

The pharmacy feature of ChartConnect EMR has been extremely helpful to the clinic and Dr. Hernandez now faxes all prescriptions to pharmacies by using ChartConnect. “Many of our patients are Hispanic and from low-income families. Some don’t know how to handle prescriptions. But we have all their information accessible on ChartConnect, which makes refilling prescriptions much easier,” said Mario. Receiving lab reports electronically has also made a tremendous difference in efficiency. “It’s like night and day. We do a lot of lab work and now there’s no paper chase.”



ChartConnect, Inc. provides a comprehensive electronic medical record for physician practices and hospitals nationwide, offering a range of products to help providers connect with their healthcare community to streamline workflow and increase efficiency. For more information, visit www.chartconnect.com.

Pasco Clinic Case Study (continued)

The clinic administrator has appreciated that the process of billing patients has been streamlined as well with ChartConnect EMR. Dr. Hernandez's wife, who works as the clinic's business manager and coder, receives all of the patient encounters and codes all of the information on the super-bill. The bill is then passed to the administrator with all of the patient information included.

Riverside Obstetrics and Gynecology maintains that ChartConnect's EMR has considerably increased productivity and resulted in financial savings for their practice. This has been demonstrated by the fact that although the clinic continues to grow and the patient load increases, there has not been a need to hire additional staff. "We are efficient enough to handle the workload with the EMR. The key is to train everyone to use it," said Mario. "The increase in productivity is the best thing from a management point of view. I look at other offices without an EMR and I keep thinking if only they had this, everything would flow much more smoothly."



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