Seeing and Believing in the Potential of Epic EMR

Dickerman Hollister, MD, of Greenwich Hospital, and Asis Medical Associates, an independent practice in greater New Haven, share their thoughts about Electronic Medical Records and the benefits they anticipate from our Epic EMR system.

No More Paper Charts
Among the biggest and most exciting changes coming to Greenwich Hospital, is how we create, store and share medical information about patients.

Electronic Medical Records, or EMRs, are computerized records that can be shared by doctors, hospitals and patients. While computers have been in medical practices for some time, paper still dominates the profession and record keeping can be hodge-podge. Most doctors have excellent memories, but a paper chart is bulky, inefficient, and sometimes a file or data gets misplaced. With a single patient record spanning all points of care, lost information becomes a thing of the past. With an EMR, a patient will also have access to their information as well. This makes for safer and complete patient care.

Here's another way EMRs can be helpful. Because the patient's information resides in a single database, clinical information is accessible to other doctors who are using Epic. For a patient facing surgery, a doctor can refer the patient's record to a specialist for input before a procedure. Posted electronically and sent to the doctor, communication is streamlined and a referral is timely.

Transitioning to this new system will take us a little bit of time to get comfortable but we have a tremendous team – strong in spirit and talent. The comprehensive EMR system coming to Greenwich Hospital will continue to make healthcare better and safer.

Comprehensive EMR To Deliver Seamless Patient Care: Asis Medical Associates
From the moment a patient walks into Asis Medical Associates, an obstetrics and gynecology private practice with offices in New Haven and Hamden, Office Manager Carol Heenan predicts the environment will become a more efficient, calm and tranquil experience with the installation of Epic. Asis Medical Associates is the first community practice to sign on to participate in our Epic offering.

From patient check-in, to charting, to billing and reimbursement, Epic’s EMR and its practice management will address Asis Medical’s unique clinical and administrative needs in a single integrated system. “For me, having both our practice management and EMR systems on one platform is the most exciting feature,” said Heenan.

With specialty content focused on the needs of maternity care, Asis physicians can collect and view details through the different phases of pregnancy, including labor and delivery, when used in conjunction with EpicCare Ambulatory and EpicCare Inpatient. Automatic linkages between a mother’s and newborn’s charts also allow physicians and clinicians to easily document and review information for both patients.

Sean Flaherty, MD/PhD, who leads the practice’s transition to Epic, says another positive experience, will be the ability for patients to access information through their MyChart accounts. “Patients will appreciate getting information online. The integration of multiple specialties as well as labs and imaging studies should minimize duplicate ordering. Not only will this be a cost benefit to the medical system, but with many patients self-funding their insurance through high-deductible plans, it should reduce patient expenses and the frustration of multiple blood draws or duplicate imaging,” said Flaherty.

The other providers in the practice are Maria Asis, MD, and Ami Acharya, MD/MPH.

While Asis has essentially been paperless for the past four years, Flaherty sees the move to Epic as the final step toward a truly paperless, integrated EMR. “Epic was the most comprehensive EMR with appropriate interfacing to necessary labs and radiology for seamless patient care. The current pricing for the Yale community physicians is by far the most competitive,” noted Flaherty.

As part of its service, the Epic Project team conducts on-site technical assessments to determine if any hardware and network improvements are necessary at a particular practice. According to Heenan, “The technical staff did a great job of assessing our needs and answering my questions during the walk-through. I can’t wait for this system.”