

Rx for success

Birmingham ENT Practice Thrives with HealthSystems

Three doctors. Two corporations. One database. This is the setup at Birmingham Ear, Nose & Throat Group P.C. and its sister company, Birmingham Hearing & Balance Center, P.C. – users of Centricity PM and AllMeds EMR, and a HealthSystems client.

The practice began using the Millbrook Practice Management (PM) software at the end of 2002, upgraded to the Centricity PM product in July of 2003, and added AllMeds EMR in September of 2003. “We spent a lot of time researching the products we chose,” said Office Manager Marcia Lowry, “so we were confident that we’d made good selections. Unfortunately, support through the software companies was really lacking during 2003. It was a very tough time for us, and we were extremely disappointed. We felt completely lost in the wilderness of this software. Then we found HealthSystems.”

Problems Solved

HealthSystems conducted a site evaluation in January of 2004, a standard practice with any new client. “HealthSystems asked us for a list of unresolved support issues, and their technical team fixed 85 percent of them in one day,” said Lowry.

From the site evaluation, HealthSystems also made recommendations for simple system setting modifications that would help Birmingham ENT make the most of Centricity’s features and smooth integration issues with AllMeds EMR. “Because we know the system so well, we quickly made lots of little changes that substan-

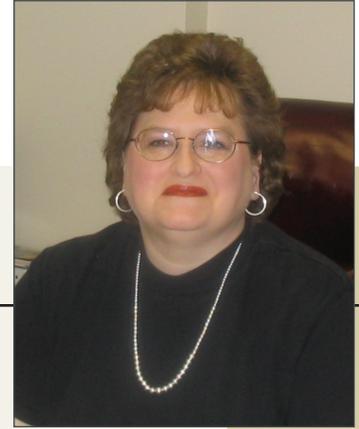
tially increased efficiency for the practice,” said Thom Cook, HealthSystems VP of Technical Services. “We also recommended specific training to help with a variety of usage issues, including the Reports module. We returned for two days a few weeks later to retrain the office staff.”

Consistent Support

According to Lowry, before connecting with HealthSystems, consistency of support and training was a major issue for the practice. “Before HealthSystems, we would hear conflicting answers, and everyone did things differently, which just confused us further,” she said.

“With HealthSystems, we know we’ll get one answer. Plus, HealthSystems accepts support questions by email, which is convenient for questions that aren’t pressing. Our problems are always taken care of.”

Birmingham ENT is now feeling much more comfortable with the system and enjoying the increased efficiency it provides. “I regret we didn’t know about HealthSystems from the very beginning,” Lowry said. “In three days, they took care of a year’s worth of problems. And since then, they’ve really kept us on track. It’s made a huge difference for our practice.”



*Birmingham ENT
Office Manager
Marcia Lowry*

At A Glance Birmingham ENT Birmingham Hearing & Balance Center

13 employees
including 3 physicians
2 corporate entities sharing
one database of clinical and
administrative information

Centricity PM and
AllMeds EMR

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