

Rx for success



Dr. Bray and Jalyn

Adding Centricity EMR an Easy Decision for PM User

Back in 2008, choosing a new practice management system was a difficult decision for the team at Marshall ENT & Allergy in Boaz, Alabama. “We very thoroughly investigated our options,” said Practice Administrator Kathy Guest. “Centricity had been recommended to us, but we wanted to be sure of our choice. After visiting other practices, seeing the system in action and meeting the HealthSystems team, we knew Centricity was the right one.”

More recently, when it came time to switch to a new EMR, choosing Centricity was easy. “We knew Centricity EMR would be a smooth transition for us,” Guest said. “Not only do we like the stability of GE, we have been extremely pleased with our relationship with HealthSystems over the last four years.”

Confidence Required

The impetus for the change in EMRs was dissatisfaction with the practice’s old system. “We needed a higher level of service,” she said. “We wanted a better product and a better vendor. With Centricity EMR, we knew everything would connect and interact smoothly.”

Guest explained that having a level of confidence about the system and the transition was a must. “When you stop a medical practice — even for a day — to implement new software, you have to have assurance that it’s going to go smoothly,” she said. “It’s not just the investment, it’s the future of the business. You need a high degree of confidence in the people you’re dealing with.”

Planning was a key factor in the conversion. “We spent a lot of time with HealthSystems working through our transition plan,” said Guest. “One big decision was whether to convert our old data so that we could see it in Centricity EMR. We chose to do it, which took a lot of

discussion and planning before the transition to Centricity even began.”

The conversion process was accomplished over a weekend, and HealthSystems trainers were onsite for four days to help with any issues. “The database was copied on a Friday and loaded into Centricity over the weekend,” said Guest. “We worked that Monday using paper charts, did our staff training on Tuesday, and then went live on Wednesday, with all the data accessible via Centricity.”

Relationship Matters

Guest says the key to success is working with the best vendors. “There are lots of EMR systems, and people will always show you the best features of their products,” she said. “But the vendor relationship is the main one — that’s the company you have to work with when things go wrong or you have questions.”

One of the things Guest appreciates about HealthSystems is the company’s attitude. “From the sales staff to the trainers, everyone who works at HealthSystems is a problem solver,” she said. “I know everyone’s name who works there, and they know mine,” she said. “They are all helpful and knowledgeable.”

Guest says the conversion couldn’t have gone any better. “I think our future is bright with Centricity,” she concluded. “I know that GE will continue to invest in the product and stay on top of regulations and trends. And I know I don’t have to worry with HealthSystems as our partner.”

At A Glance Marshall ENT & Allergy

- 1 physician
- 2 medical assistants
- 2 nurses
- 3 administrative staff

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