

Rx for success



Great Reviews & Support Make Centricity the Right Choice

Choosing a practice management and EMR solution is a big decision. So when it was time for The Orthopaedic Clinic to select a new software solution, IT Coordinator Sheila Truitt took her time.

“I did major due diligence,” Truitt said. “I visited clinics. I talked to administrators, insurance and appointment clerks, and front desk personnel. I was especially interested in talking to billing clerks, since they get the money in and out of the practice. I talked to everyone who actually used Centricity to see how it really worked — and the reviews were universally good.”

Truitt’s interviews and site visits paid off. The Orthopaedic Clinic eventually chose Centricity, and the practice has been happy with the system ever since. “Of course, anyone can sell you something,” Truitt said. “It’s the service after the sale that really matters. Good support is crucial — and HealthSystems has delivered.”

Managing Users at All Levels

Implementation for The Orthopaedic Clinic was a challenge because the practice had users at every level of experience and comfort with technology. “We had people who had never used a mouse before, and people who were scared of the software,” Truitt explained. “But HealthSystems made everyone feel so relaxed.”

Over the years, the practice has participated in various Centricity upgrades as well. “There are always a few bumps with any change, but we’ve had no major problems,” Truitt said. “HealthSystems has continued to provide

outstanding service. Their support team is awesome.”

The Orthopaedic Clinic has adopted a “superuser” model for training — having core users

and practice leaders participate in one-on-one training, then having other employees learn from these trained users.

The practice also regularly attends the Southeastern Centricity User Conference (SEUC) sponsored by HealthSystems. “The user conference is the best thing ever,” Truitt said. “You don’t necessarily know what questions to ask when you’re working with the system. At the conference, you learn so much from interacting with other users.”

Looking Forward

The Orthopaedic Clinic has been using Centricity for eight years now, and Truitt is confident that both Centricity and HealthSystems will take their practice into the future with ease. “They’re always enthusiastic and willing to get involved to solve a problem,” she said. “The HealthSystems team stays on top of every issue, no matter how big or how small. They just genuinely want to make sure everything is working like it’s supposed to.”

With all the changes coming to healthcare, is Truitt concerned about keeping up with technology? “Whatever is ahead, we’re not nervous about it,” she said. “HealthSystems has always been way ahead of the game. We know we’ll be ready. Centricity and HealthSystems are top-notch.”

At A Glance
The Orthopaedic Clinic
 5 orthopaedists
 1 podiatrist
 1 rheumatologist
 3 physician assistants
 2 physical therapists
 1 occupational therapist
 2 physical therapist assistants
 2 locations

*The Orthopaedic Clinic
 Top: Opelika
 Bottom: Auburn*

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