

CHALLENGE

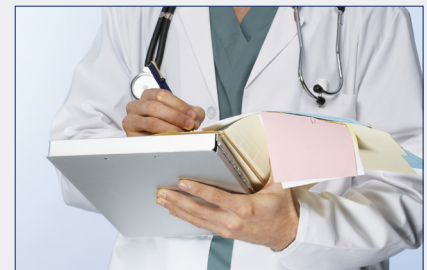
Mike Arsov, M.D. is a doctor who specializes in cardiovascular diseases and interventional cardiology. His office needed to meet Stage One Meaningful Use requirements and successfully complete the 2011 attestation process. Office Manager Nicole Laviera was given the task to find a program to meet the CMS requirements. This program also needed to be user-friendly since the staff had no prior experience with e-prescribing. Ms. Laviera didn't fully understand the attestation process. All she knew was Medicare required practices to attest to qualify for Meaningful Use incentives, due to a notice the practice received from CMS.

"I started the process in December 2010. I got into PECOS (Provider Enrollment, Chain and Ownership System) through Medicare and they sent me an email stating I could start my attestation after April 28," explained Ms. Laviera.

Without knowing where to turn, the challenge then became finding a program that could handle everything the CMS required, while making the auditing process as stress-free as possible.

SOLUTION

Upon looking for solutions, she found Rcopia-MUTM, a ONC-ATCB certified modular EHR designed for meeting Meaningful Use objectives. After reading the DrFirst documentation on the subject (marketing piece, publication on the website) and a phone call with DrFirst, she was far more comfortable with the process. The office also invested in the AttestEasyTM service that provides extra technical support and Meaningful Use knowledge for a smoother attestation process.



NICOLE LAVIERA
OFFICE MANAGER

Successful Attestation Date
Mid-end July 2011

Product Used to Achieve
Meaningful Use
Rcopia-MUTM + AttestEasyTM

MIKE ARSOV, M.D., P.A.
(407) 933-0900
908 W Magnolia Street
Kissimmee, FL 34741-4117

“I was communicating with DrFirst back and forth, talking to them multiple times. I performed what I was instructed to do and I learned a lot from this experience. DrFirst definitely taught me how to use Rcopia-MU™ properly.” said Laviera

The education she spoke of included making sure she had all the necessary measurements, such as vital signs, gender, age, etc. The DrFirst team also made a site visit to ensure the system was in place. After the initial set-up, she mentioned feeling safe in her choice. She realized that when she or her staff needed to contact someone, they had all of the numbers and resources for technical support. They could go onto the website or pick up the phone, ask any questions, and get a response immediately.

RESULTS

“DrFirst went in, a step above, to show me what else I needed to do like patient care or explaining what else needs to be done. They basically handed attestation to me on a platter. By taking the self-instruction course on DrFirst’s website, I felt very confident in successfully completing the process of attestation with no issues. In fact, we already received our \$18,000 federal incentive payment.”

Ms. Laviera said dealing with the CMS initially was very scary, tense and stressful because she felt alone in the process, but that’s changed now. Today, she feels assured and comfortable that everything is being done in the correct way. In fact, she’s so confident that she’s no longer afraid of CMS audits.



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