

CHALLENGE

Ormond Internal Medicine needed to meet Stage One Meaningful Use requirements and go through the 2011 attestation process. They faced several challenges that made the process seem overwhelming. Some issues included confusion with regards to conflicting information from the Centers for Medicare & Medicaid Services (CMS) website, tremendous amount of legalese to read through and lack of familiarity with the rules and regulations.

There was also the added difficulty of finding an affordable EHR system that wouldn't require a long-term contract or a large upfront fee. Office manager Amy Murdock was tasked with finding such a solution for the practice - one that was economic and intuitive, but also enhanced efficiency without requiring an overhaul of the day-to-day workflow. Most importantly, she needed to find a solution that the entire staff would feel comfortable using to ensure adoption and utilization of the technology in their practice.

"I had no idea how much information was required for the attestation process. I have been through many contractual issues with CMS, and Meaningful Use was the hardest to understand by far! I went to Medicare's website and looked at all of the core objectives required for a practice to achieve Meaningful Use and was trying to figure out how our practice could meet all of the objectives and how we would document them. I was researching "Meaningful Use" and discovered that DrFirst offered a program. We had been using DrFirst's RcopiaTM [e-prescribing system] for a year at that point, our office was happy with the ease of the prescription program. So DrFirst's Rcopia-MUTM [a Modular EHR system] software looked like a no brainer!" explained Office Manager, Amy Murdock.

SOLUTION

With a limited budget the prospect of a full EHR system wasn't something the office realistically could afford. Still, she had to find



AMY MURDOCK
OFFICE MANAGER

Successful Attestation Date
July 1st, 2011

Product Used to Achieve
Meaningful Use
Rcopia-MUTM + AttestEasyTM



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a way for her office to achieve Stage One Meaningful Use requirements, which would earn them \$18,000 in federal incentive payments. When it came to 'ease of use', Ms. Murdock didn't fully understand the regulations the CMS was requiring. She learned of AttestEasy™, an add-on service to Rcopia-MU™. AttestEasy™ is a concierge service, that providing practices additional technical support and Meaningful Use knowledge for a smoother attestation.

“DrFirst’s instruction was easy to understand and [with AttestEasy™] they guided our office through the entire process. If I had any questions, I was able to email them so the process was very easy,” said Murdock.

Anywhere from two to four staff members used Rcopia-MU™ on any given day. During this time, Ms. Murdock discovered that AttestEasy™ did more than offer knowledge on Meaningful Use requirements - it helped catch errors made by anyone using the system that could result in lost time or lost incentive money.

“I had a few problems with documenting certain Meaningful Use objectives. DrFirst ran the numbers for me and discovered we had not been using the tab for ‘last office visit.’ This fact would have been devastating because it would have prevented our successful attestation. Furthermore, DrFirst called us once a week and checked on us. They would run the numbers and tell me exactly what we needed to focus on to be able to attest.”

RESULTS

Ms. Murdock felt fortunate to have found a Meaningful Use program and service that was not just reactive, but proactive. Their practice successfully attested on July 1st, 2011. Practices across the country, like Ormond Internal Medicine, that might not be able to afford a full EHR system, can still earn their Meaningful Use incentive funds. In fact, those who might want to purchase an EHR someday could use the money they earn from achieving Meaningful Use to pay for a larger system. With Rcopia-MU™ and AttestEasy™, offices everywhere can forgo all the confusion involved with attestation and enjoy a substantial R.O.I.

As Ms. Murdock explained, “We expect a 100% return! I see no reason why we should not receive all of our investment back. We have had excellent service from DrFirst to insure we accomplish this without any setbacks... Sad to say, but reading through the process on Medicare’s website was very daunting. DrFirst made it seem like a cake walk!”

