

CHALLENGE

Osceola Cardiopulmonary Clinic in Kissimmee, FL was challenged to meet Stage One Meaningful Use regulations and complete the 2011 attestation process. In order to achieve this they knew they faced three immediate challenges.

The first issue was communicating with the Centers for Medicare & Medicaid Services (CMS). Office Manager Patty Mack felt her lack of familiarity with the rules and regulations only intensified when she was given, on multiple occasions, contradictory information from CMS. The second consideration was the clinic's physician, Dr. Dines Das. He has specialized in internal medicine and cardiopulmonary disease for over 30 years in Central Florida. With the possibility of Dr. Das nearing retirement, it seemed fruitless to invest large sums in an EHR system. The third challenge was finding a system that was easy to implement and operate by the staff to ensure its proper and continued use, particularly since this was their first venture into e-prescribing.

The challenge then became finding a user-friendly program that addresses CMS requirements while also being affordable and offering a high ROI in the short term.

SOLUTION

Osceola Cardiopulmonary Clinic spoke to Nicole Laviera, office manager for Mike Arsov, M.D. She recommended the Meaningful Use program from DrFirst, Rcopia-MUTM and their additional technical support service called AttestEasyTM. After some investigation of her own, Ms. Mack's decided to learn more about Rcopia-MUTM and she contacted DrFirst.



PATTY MACK OFFICE MANAGER

Successful Attestation Date
Mid-end July 2011

Product Used to Achieve
Meaningful Use
Rcopia-MUTM + AttestEasyTM

Practice Size:
80-100 Patients per week

Providers: 2

Clinical Staff: 5

Non-clinical Staff: 0

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While she admits the process seemed confusing at first, with time, patience and practice it got easier. She found the instructional webinars were helpful, as were the directives on how to use the website. After only two webinars, she felt comfortable enough to handle the process.

“DrFirst was always available,” Ms. Mack explained. “If they couldn’t answer a question immediately, they found somebody to get me an answer. Even if my lead contact was out of town, the follow-up people were also equally very knowledgeable. Sometimes when you have a question, it’s hard to find the right words to articulate it. Even though I might not know the proper question to ask, they were prepared to ask me questions in order to get to the source of my issue. That proves to me the team is taught very well and they’re knowledgeable about this CMS program.”

RESULTS

Ms. Mack feels the AttestEasy™ program with Rcopia-MU™ addressed the key challenges she faced - knowledge of CMS requirements, ease-of-use and affordability. It also did something else she didn’t expect.

“The statistics were great,” Ms. Mack explained. “All these years, I’ve been just putting patients here and there. Now that I am putting it down on paper, or in the computer rather, this data actually means something to me now. We are getting higher values at the end of attestation, and we feel more in control. It brings up the thought of taking care of patients too. There are things that you may have left dormant for a while. This [program] lights a fire underneath you again. You realize how much you’ve let slip and now if you ask, ‘is this done, is this done, is this done?’ and the reply is ‘YES, YES, YES!’”

With an added renewal in patient care, and the tools to appease the CMS, Osceola Cardiopulmonary Clinic is confident they’ll continue to see the ROI while making the office run smoother.



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