



1st Quarter 2004

# Technology Solutions Update

## Read what is being said about Technology Solutions and the NextGen EMR and EPM systems

### Medical Center Purchases NextGen EMR and EPM from MMIC Technology Solutions

Knowing who they were buying from played a large role when Family Practice Medical Center, Willmar P.A. went shopping for an electronic medical record (EMR) and practice management (EPM) system. Their decision to buy from MMIC Technology Solutions resulted in a win-win for Technology Solutions and the Center.

Two years ago, when the Center, a single-specialty clinic located in Willmar, Minn., was looking for an EMR provider, they included MMIC Technology Solutions in the list of companies they would research because of their longstanding relationship with MMIC.

"MMIC has always been the malpractice insurance carrier for the clinic," said Gary McDowell, the Center's chief operating officer. "As they developed their technologies division (MMIC Technology Solutions) and we continued to investigate EMR software systems, we wanted to work with someone we felt was honest, interested in our success with a system and going to endure in the business."

A long-time proponent of using technology to enhance patient care, the Center was using a practice management system implemented in the 1980s and a voice recognized dictation system. After growing rapidly in 1995 due to an expansion and relocation, the clinic recognized an opportunity to apply technology to records management.

"As the needs and demands of the health care field changed, the continued use of a paper medical record system had become ineffective and inefficient," said McDowell. "We also believed that to continue focusing on improvements in patient care systems, we needed an integrated electronic medical record and patient management system."

The NextGen EMR and EPM systems sold by MMIC Technology Solutions met the Center's requirements — Windows-based, template-driven, flexible and easy to use. Another benefit was that MMIC Technology Solutions would provide training and technical support throughout the implementation of the new systems and would continue to provide on-site and phone support to the Center.

The EPM was launched in June 2003, followed by the EMR in October 2003.

"We have seen some results already," said Michael Morris, M.D., the Center's chief executive officer. "Patient data is immediately available. We are able to put together patient health surveys in less time and patients have been very pleased that we can fax prescriptions directly from our workstations."

The next step in the project is to implement additional features of the EMR including lab and x-ray ordering and to begin automated billing through the EPM. This will move the clinic closer to its goal of eliminating paper records.

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*"MMIC Technology Solutions continues to provide peerless support, service and capability for all of our practice management and financial reporting system needs. They are our practice's outsourced IT department, and they are considered an integral and valuable part of our business."*

*Randall Thompson, executive director,  
Metropolitan Urologic Specialists, PA*

*"I want to thank you for your efforts these past 6 months. MMIC has done a tremendous job of tracking down accounts, staying on top of problems, and providing prompt responses to my questions. Patients have commented that MMIC is so responsive and friendly. I greatly appreciate...the efforts of all at MMIC. We are so thankful we made the switch!!"*

*Brodie Hackney, clinic manager, Mark Wheaton, MD*

## NextGen Testimonial from Southeast Texas Medical Associates. LLP

In 1998, SETMA purchased the NextGen Electronic Medical Record (EMR) system. On January 22, 1999, the first patient was seen at SETMA with the EMR. On Friday, January 25, 1999, all patients were seen with electronic documentation of their visit. In the intervening five years, SETMA has:

1. Integrated our reference laboratory with NextGen
2. Begun utilizing the EMR in our Physical Therapy department
3. Begun utilizing the EMR to improve the quality of care given to our patients who are residence of Nursing Homes
4. Due to the EMR expanded our services to two locations, soon to be three.
5. Gain access to our EMR at both Memorial Hermann Baptist and Christus St. Elizabeth, making our patients records available in the emergency room and making it possible for all history and physical examinations and discharge summaries to be completed in our EMR. This makes sure that our patients have excellent continuity of care and virtually eliminates medication and diagnostic errors.

In these five years, SETMA has been named:

1. Microsoft Clinic of the Year for 2003
2. Physician Practice Southwest Regional Clinic of the Year 2003
3. One of fifty exemplary practices by the American Board of Internal Medicine Foundation

SETMA's electronic patient records and electronic patient management has been featured:

1. In numerous national publications
2. At the national Toward Electronic Patient Records (TEPR) conference four years in a row
3. At the American Academy of Family Practice annual meeting in 2002

In addition, SETMA has hosted almost 100 clinics from around the nation who wanted to see SETMA's EMR, including Maimondes from Brooklyn, New York, Cedar Sinai from Los Angeles California, the World Bank Health Clinic from Washington, D.C., among many others.

Through NextGen tools and electronic patient management SETMA has developed disease state management tools for:

1. Diabetes
2. Weight Management
3. Cholesterol Management
4. Coumadin Control
5. Pneumonia
6. Diabetic Ketoacidosis
7. Congestive Heart Failure
8. Seizure treatment
9. Myocardial Infraction

In 1999, utilizing NextGen, we believed in five years we would be paperless. With the implementation of a scanning program for all documents which come from outside of SETMA — reports, consults, etc — SETMA has become paperless in its patient care.

Looking back, we have come a long way. We believe our investment in electronic patient records has paid off in improved care for our patients. Today, we celebrate what we have accomplished, as we press forward to improve on what we are now doing.

SETMA's gift to Southeast Texas is a modern, state-of-the-art clinic, which has continued to pursue the motto: healthcare where your health is the only care.

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*"As Associated Eye Care pursues its technology needs, MMIC will always be one of the first places we turn to for advice, products, and/or services."*

*Ronald Klemz, administrator, Associated Eye Care*

*For more information about MMIC Technology Solution's products and services contact Brian Salzman at (763) 201-0304 or e-mail [technologysales@mmihc.com](mailto:technologysales@mmihc.com)*