

## CASE STUDY

# Solo family practice goes paperless with MicroMD® EMR



### ORGANIZATION

Dr. Michael T. Ciletti, a solo family practitioner in Niles, Ohio.

### OBJECTIVE

Streamline collection of and improve access to patient data by going paperless with an electronic medical record system.

### SOLUTION

Implement MicroMD EMR from Henry Schein Medical Systems, selected for its ease of use and excellent customer support.

## Objective

When his transcriptionist retired in 2000, Dr. Ciletti turned to speech recognition software for dictation. Indeed, it effectively eliminated delays in capturing the doctor's notes. But the Ciletti's saw greater potential.

"I wanted to bring all patient information collection and access together in an overall paperless solution," says Dr. Ciletti. "I hoped to replace paper charts with a true electronic medical record."

## Solution

"You'd need an IT degree to run some EMRs," says Dr. Ciletti, recalling their evaluation of threesystems. "We needed something that would easily integrate with our practice management software." Dr. Ciletti and his staff focused their search on easy-to-use applications with stronh customer support.

"When we went through the demonstration of MicroMD EMR, we found it intuitive and straightforward," explains Dr. Ciletti. "We also had confidence that integration with practice management would not be a problem. The software provides us with the reports we need to keep our practice running and ensures compliance with Meaningful Use measures needed to secure EHR incentives."

On the question of service, the practice was also confident. "We had used MicroMD PM for practice management since 1995," says Maria Ciletti. "We enjoyed excellent software support and established trust with the company."

In April 2007, Dr. Ciletti chose MicroMD EMR from Henry Schein Medical Systems. The system was deployed on a network of seven workstations and a tablet PC, which Dr. Ciletti uses during patient consults.

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*You need an IT degree to run some EMRs. We found MicroMD EMR intuitive and straightforward. The software provides us with the reports we need to keep our practice running and ensures compliance with Meaningful Use measures needed to secure EHR incentives. I highly recommend MicroMD software whether you're a new physician just starting out or have been practicing for 20 years."*

**- Michael T. Ciletti, MD**  
Family Practitioner

Continue reading on the back for the full solution and results >>

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# Case Study Results



## Solution continued

With MicroMD EMR, data is centralized, organized and accessible to all users—whenever they need it. “Before, if I happened to be looking for information in a particular patient’s chart and the practice administrator needed the same chart for billing, she had to wait,” says Dr. Ciletti. “That’s no longer a problem.”

MicroMD EMR also improved the practice’s handling of prescriptions. Rather than taking a message when patients call with refill requests, the receptionist now enters the request in the EMR. The system then creates a refill form for Dr. Ciletti. In between patient appointments, Dr. Ciletti can check his inbox and sign off electronically. And should Dr. Ciletti have any questions about the refill, he can refer to the patient’s full medical record, which is immediately accessible.

Similarly, MicroMD EMR streamlined lab results management. The system receives results through a direct interface with Dr. Ciletti’s diagnostic lab. Turnaround time is faster, and the labs cannot be misplaced. MicroMD EMR can also flag only abnormal results. Rather than wading through up to 30 test results every morning, Dr. Ciletti can selectively review only the test results that need immediate attention.



## Results

With MicroMD EMR, Dr. Ciletti can now schedule an average of five additional patients per day. With the resulting revenues, his practice projected a positive return on investment within 18 months. He says, “I highly recommend MicroMD software whether you are a new physician starting out or have been practicing for 20 years.”

“Sooner or later, whether by government mandate or to meet the requirements of large private payers, all physicians are going to have to adopt EMRs,” said Maria Ciletti. “It’s inevitable. So, in my opinion, it makes good sense to get out ahead of that and to implement an EMR on your own terms.”

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