







# My Six Year Love Affair with Health-IT (the good, the bad and the ugly!)

eHealth Initiative Summit March 29, 2007 Joe Heyman, MD AMA Trustee





### HIT Happens!



- January 2001
- April 2001
- Fear
- Courage









# Why EMR a must for me



- Cost
- Efficiency



Image









### Why?



- Cost
  - Office Equipment
  - Rent
  - Employees
  - Patient notification



- Reassurance to patients
  - Up to date
  - Unique





#### What?



- Medical Record Program
  - Two Desktops
  - Scanner
  - Laser Printer



- Medical Website
  - Library of info
  - Encrypted email
  - Personal Health record (Just added)



Distant Access Software





#### How?



- Bo!
- Network Router
- DSL (\$42 per month)
- Inexpensive Clearing House (recommended by my EMR software company – just \$90 a month)







#### Disaster!



- March 5, 2002
- A terrible day
- The Agony
  - Paper . . . yuch!
  - A hard day's night
  - Cynthia
  - ActionFront.com
  - The Cuban Missile Crisis, October 26 and 27, 1962
  - Office Insurance
- The Ecstasy









### RAID systems



- Extra drives
- All data saved in duplicate



 No need to restore from backup tapes or drives (sometimes complicated)







### Second disaster (January 2006)



- Server drive dies
- Computer service representative suggests I not just rebuild drive



- Sends new drive and a technician
- Representative installs drive and runs a rebuild on new drive that lasts all night after he leaves.



- Next morning all data gone!
- 3 days on paper!
- \$2300 to restore all data



Oleg: "You idiot, why didn't you call me first?!"





- Digital filing of everything
  - EOBs
  - Contracts
  - Invoices
  - Receipts
  - Correspondence
  - CME certificates
  - Fee Schedules









# My system

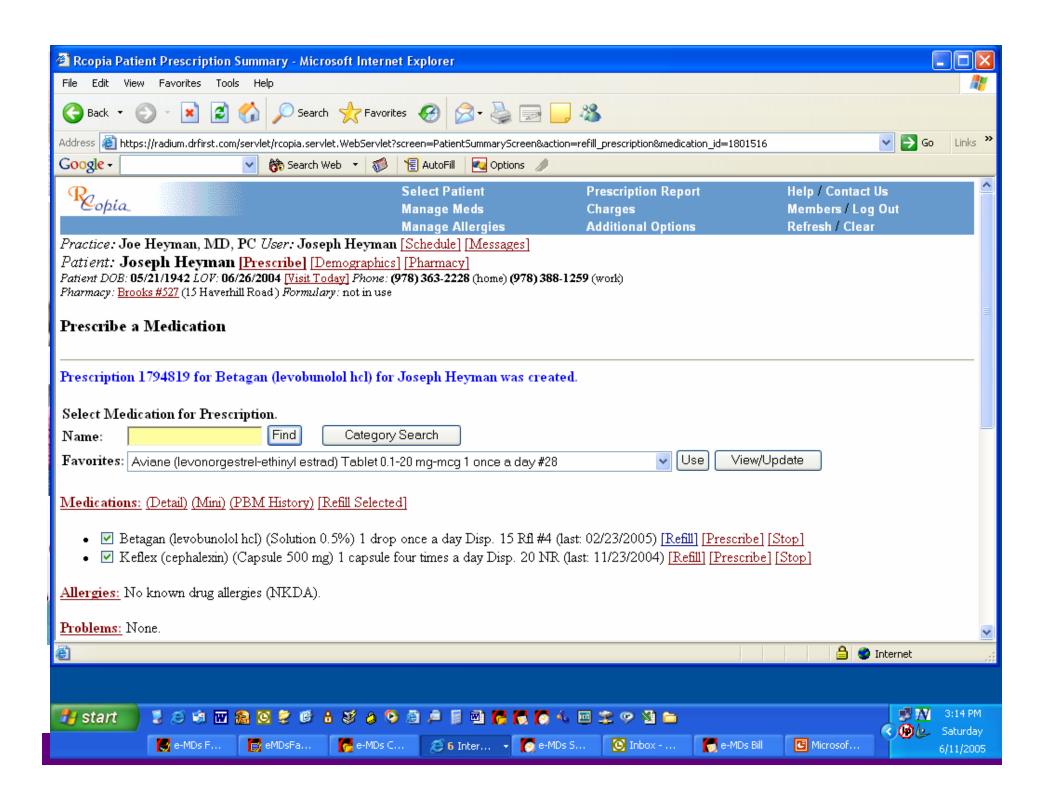


ePrescribing











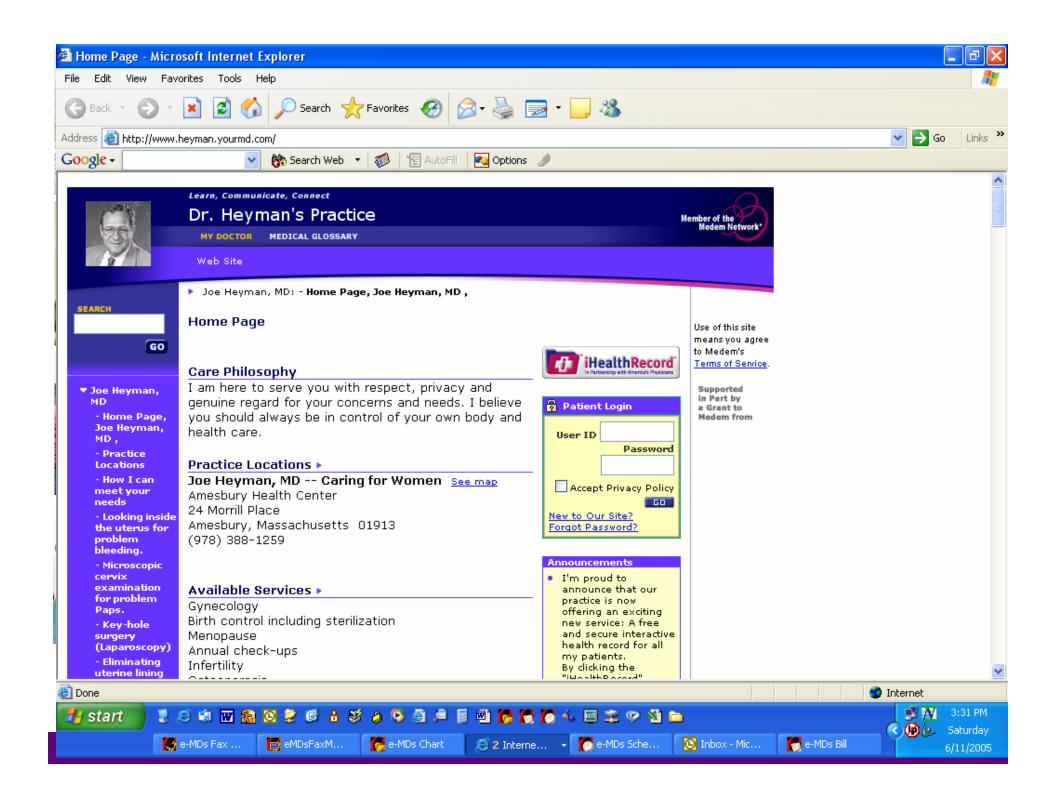


- Website
  - Interactive Health Record
  - Appointments
  - Prescription refills
  - Online Consultations













Banking and Paying Bills











Payroll









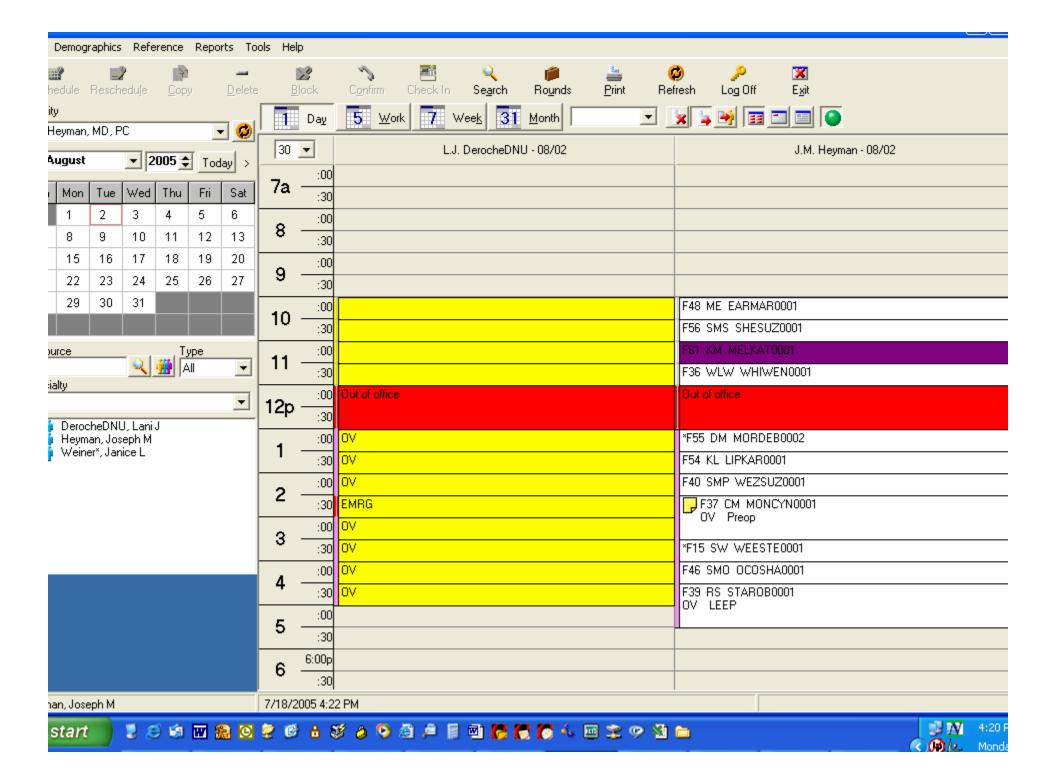


Scheduling











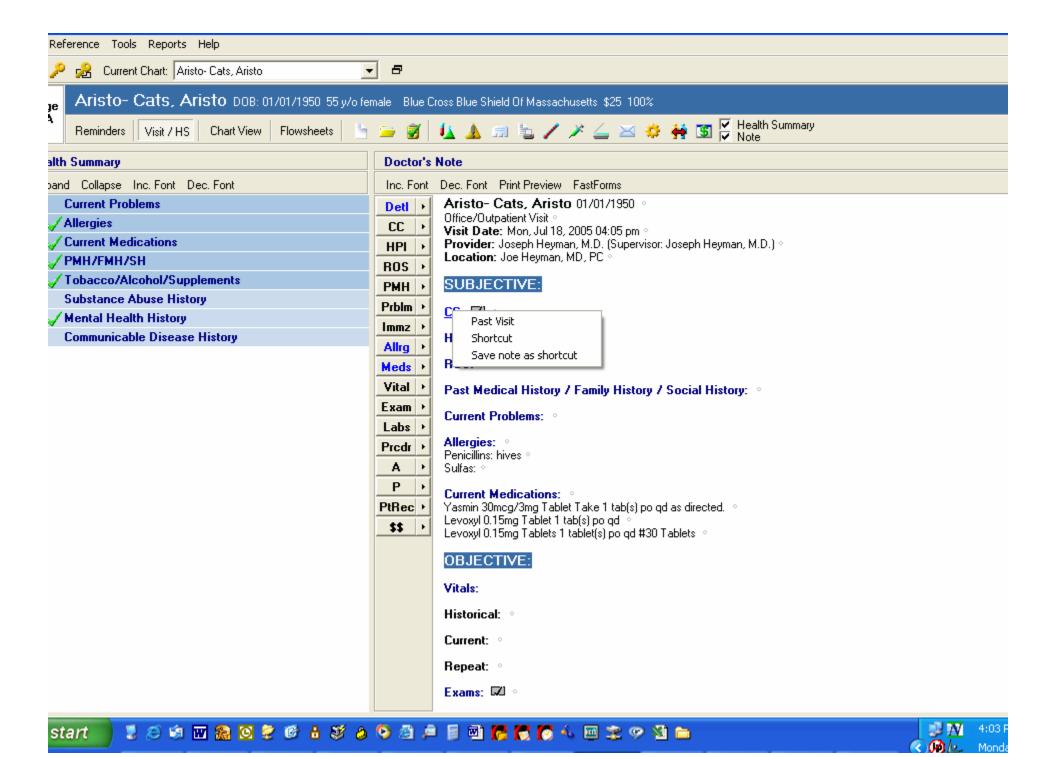


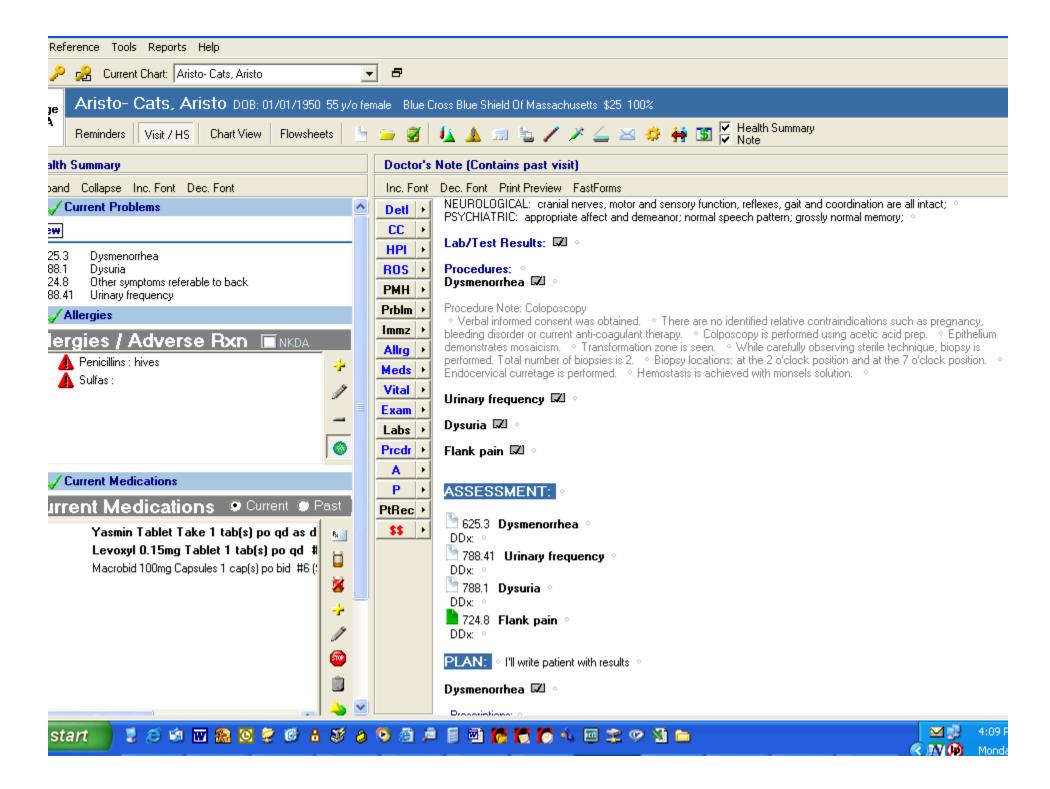
Medical Record

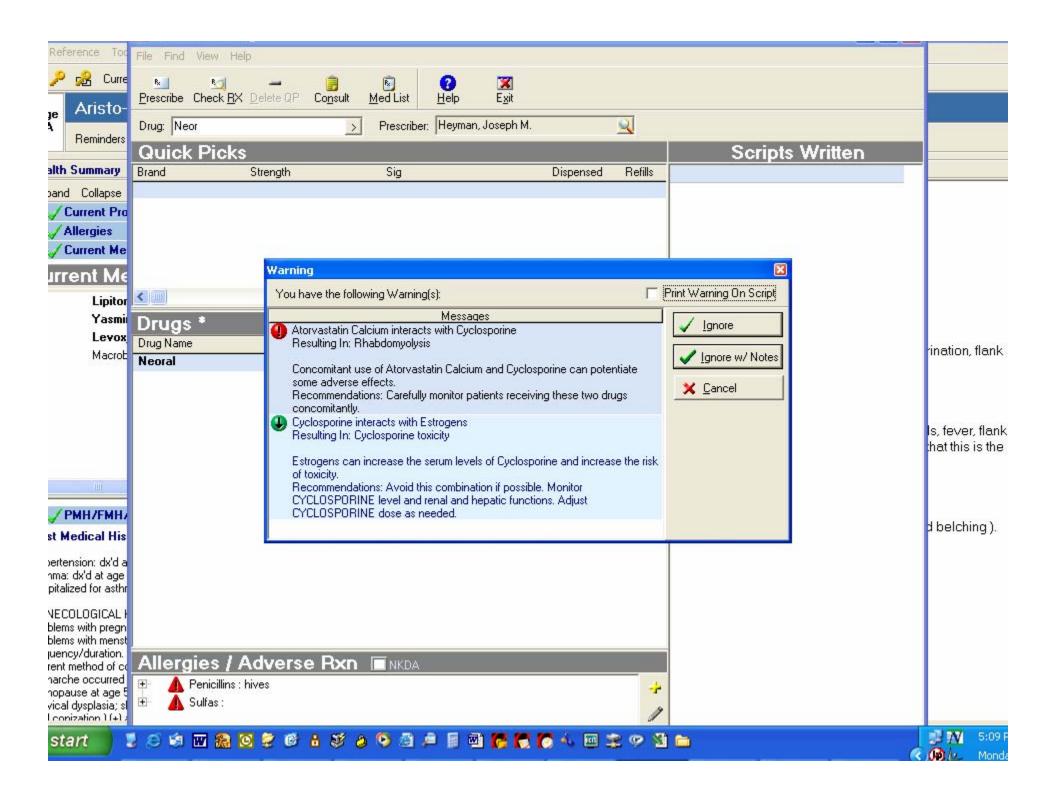














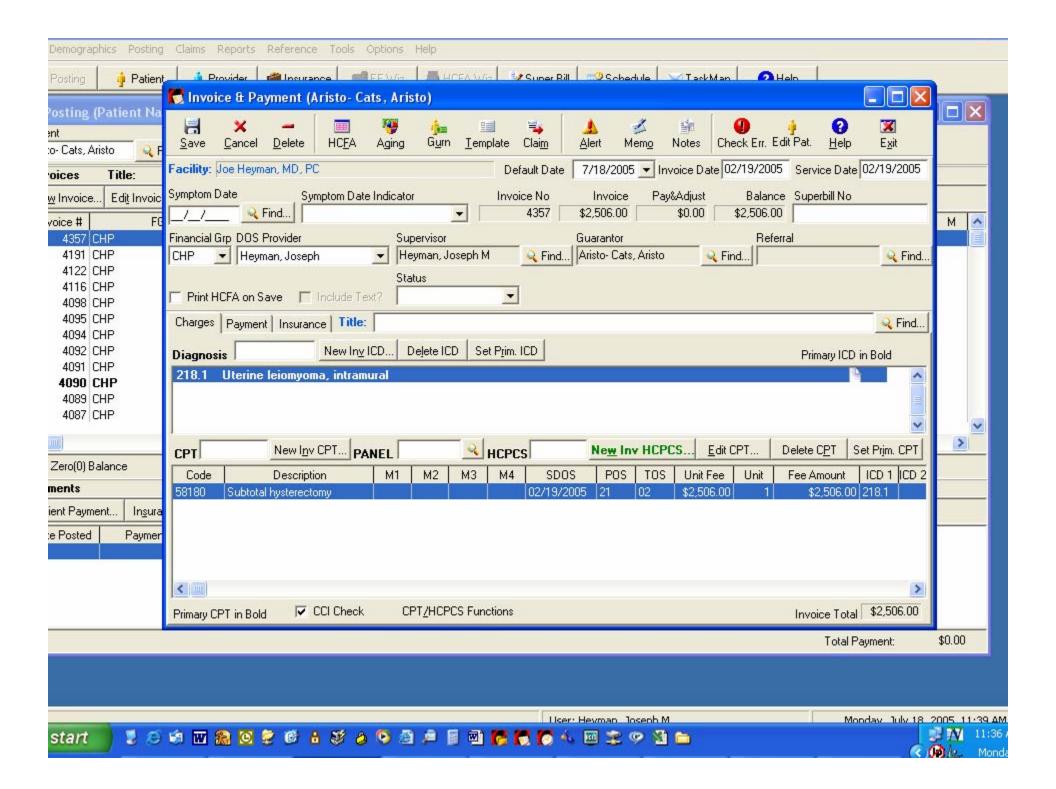


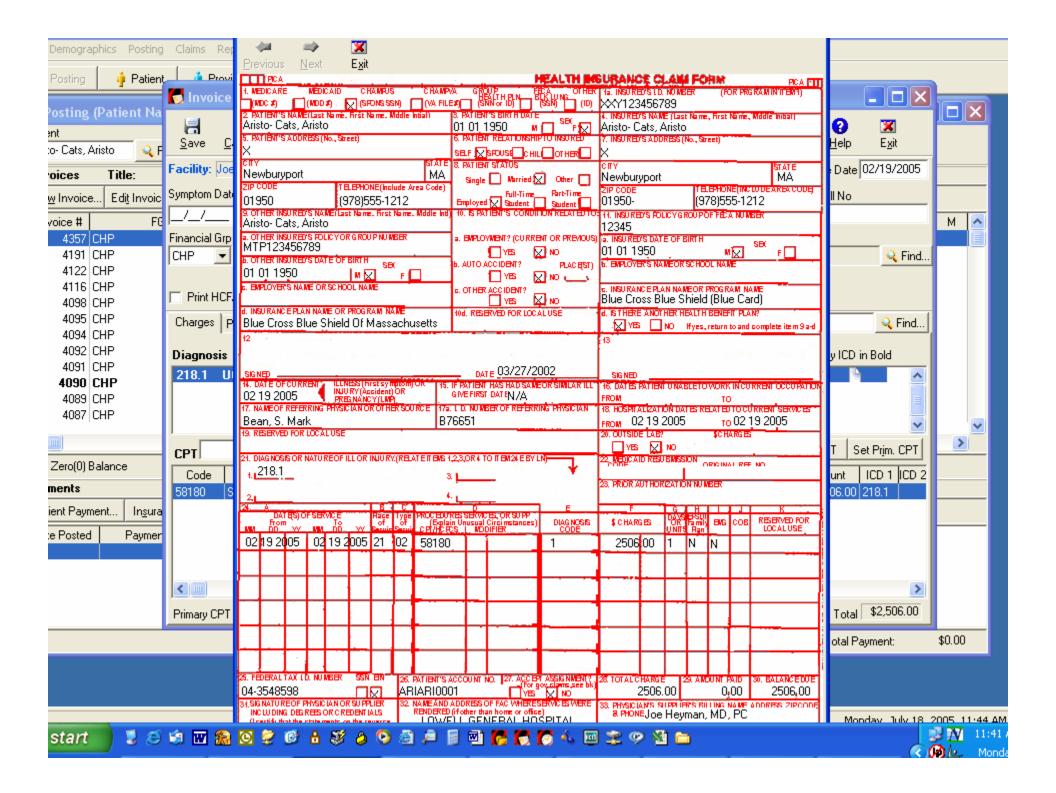
Billing

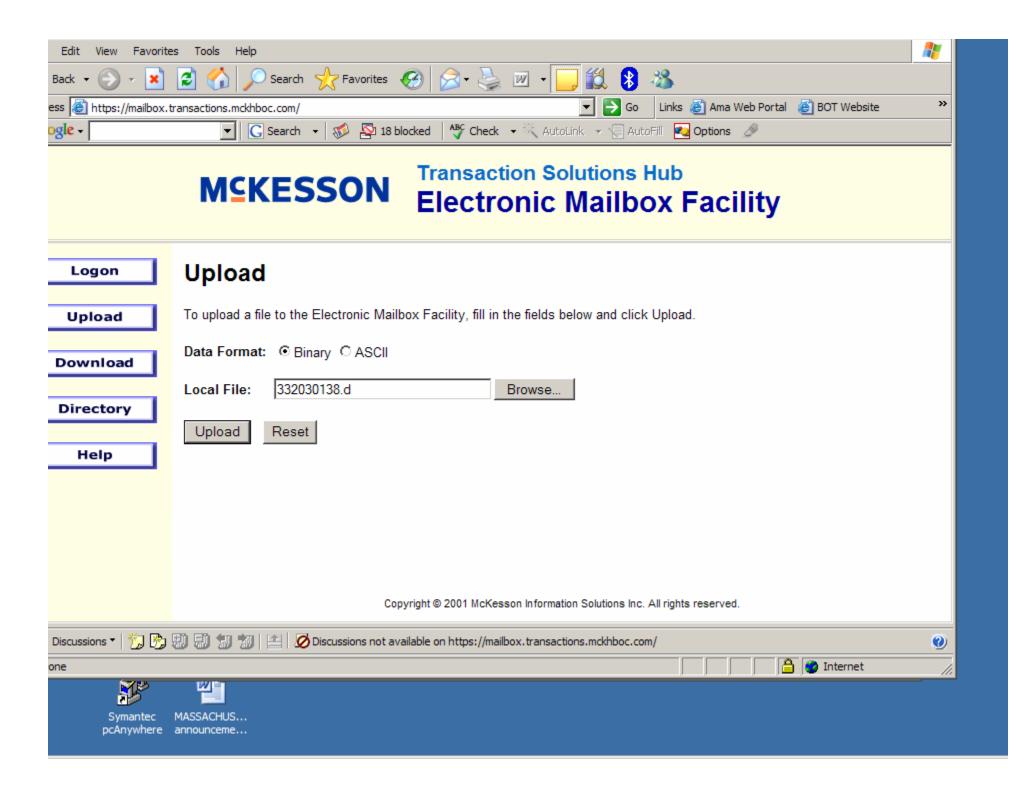


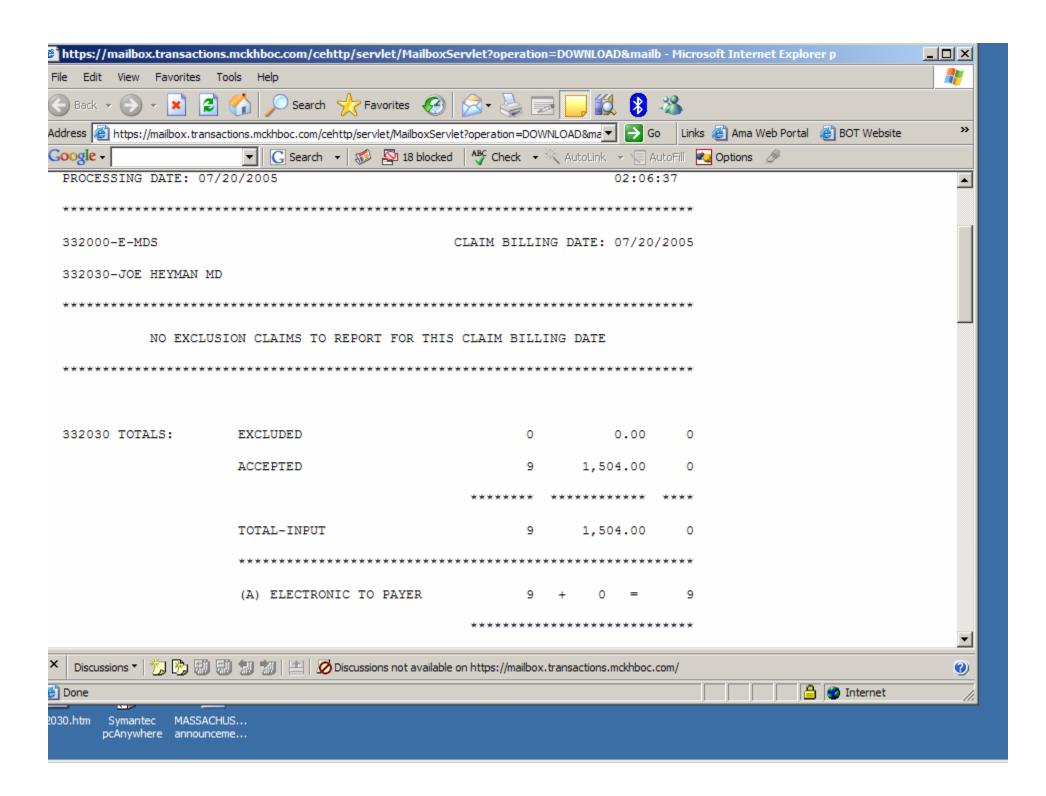
















- Electronic record
  - Scheduling
  - Documenting
  - Receiving reports
  - Scanning
  - Coding
  - Billing









#### Performance



- Transcription Elimination
- Reduced paper management (chart pulls)
- More usable office space per square foot
- Error-free legible prescriptions
- Improved coding









#### Performance



- Lab Interfaces
- Referral Management
- Guideline Compliance
- Quality Reporting
- Search by diagnosis, procedure, drug









### Performance



- Increased office efficiency
- Patients' happiness
- Lower costs
- Accessibility









### MAeHC



- Newburyport, Massachusetts
  - 116 physicians in 42 practices
  - 17 solo
  - 18 in groups of 2-5
  - 7 in groups of 6-10



- Progress report after 18 months
  - Usage successes; problems
  - Community Network Organization







### **Lessons Learned**



Difficult for fully running practice



Easy business case for someone starting out.



 Difficult business case for community network organization -- so far





### **Lessons Learned**



- Backup!
- Backup!!



•BACKUP!!!





