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

AMA
TOGETHER WE ARE STRONGER

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**

AMA

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?!"

AMA

My System

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

AMA

My system

- ePrescribing

RCopia

Select Patient   **Prescription Report**   **Help / Contact Us**
Manage Meds   **Charges**   **Members / Log Out**
Manage Allergies   **Additional Options**   **Refresh / Clear**

Practice: **Joe Heyman, MD, PC** *User:* **Joseph Heyman** [Schedule] [Messages]
Patient: **Joseph Heyman** [Prescribe] [Demographics] [Pharmacy]
Patient DOB: **05/21/1942** *LOV:* **06/26/2004** [Visit Today] *Phone:* **(978) 363-2228** (home) **(978) 388-1259** (work)
Pharmacy: Brooks #527 (15 Haverhill Road) *Formulary:* not in use

Prescribe a Medication

Prescription 1794819 for Betagan (levobunolol hcl) for Joseph Heyman was created.

Select Medication for Prescription.

Name: [   ]   Find   Category Search

Favorites: Aviane (levonorgestrel-ethinyl estrad) Tablet 0.1-20 mg-mcg 1 once a day #28   ▼   Use   View/Update

Medications: (Detail) (Mini) (PBM History) [Refill Selected]

- ☑ Betagan (levobunolol hcl) (Solution 0.5%) 1 drop once a day Disp. 15 Rfl #4 (last: 02/23/2005) [Refill] [Prescribe] [Stop]
- ☑ Keflex (cephalexin) (Capsule 500 mg) 1 capsule four times a day Disp. 20 NR (last: 11/23/2004) [Refill] [Prescribe] [Stop]

Allergies: No known drug allergies (NKDA).

Problems: None.

My System

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

AMA

Back

Address http://www.heyman.yourmd.com/   Go   Links »

Google ▾   Search Web ▾   AutoFill   Options ▾

Learn, Communicate, Connect

Dr. Heyman's Practice

MY DOCTOR   MEDICAL GLOSSARY

Member of the Medem Network®

Web Site

▶ Joe Heyman, MD: - **Home Page, Joe Heyman, MD ,**

SEARCH

GO

▼ Joe Heyman, MD

 - Home Page, Joe Heyman, MD ,

 - Practice Locations

 - How I can meet your needs

 - Looking inside the uterus for problem bleeding.

 - Microscopic cervix examination for problem Paps.

 - Key-hole surgery (Laparoscopy)

 - Eliminating uterine lining

Home Page

Care Philosophy

I am here to serve you with respect, privacy and genuine regard for your concerns and needs. I believe you should always be in control of your own body and health care.

Practice Locations ▶

Joe Heyman, MD -- Caring for Women   See map
Amesbury Health Center
24 Morrill Place
Amesbury, Massachusetts 01913
(978) 388-1259

Available Services ▶

Gynecology
Birth control including sterilization
Menopause
Annual check-ups
Infertility
Osteoporosis

iHealthRecord
In Partnership with America's Physicians

🔒 **Patient Login**

User ID [   ]
                  Password
                  [   ]

☐ Accept Privacy Policy   GO

New to Our Site?
Forgot Password?

Announcements

• I'm proud to announce that our practice is now offering an exciting new service: A free and secure interactive health record for all my patients.
By clicking the "iHealthRecord"

Use of this site means you agree to Medem's Terms of Service.

Supported in Part by a Grant to Medem from

Done   Internet

start   e-MDs Fax ...   eMDsFaxM...   e-MDs Chart   2 Interne...   e-MDs Sche...   Inbox - Mic...   e-MDs Bill

3:31 PM
Saturday
6/11/2005

My System

- Banking and Paying Bills

My System

- Payroll

My System

- Scheduling

hedule   Reschedule   Copy   Delete   Block   Confirm   Check In   Search   Rounds   Print   Refresh   Log Off   Exit

ity

Heyman, MD, PC

August   2005   Today   >

	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
	8	9	10	11	12	13
	15	16	17	18	19	20
	22	23	24	25	26	27
	29	30	31			

urce   Type

All

ialty

DerocheDNU, Lani J
Heyman, Joseph M
Weiner*, Janice L

Day   5 Work   7 Week   31 Month

	30	L.J. DerocheDNU - 08/02	J.M. Heyman - 08/02
7a	:00 / :30		
8	:00 / :30		
9	:00 / :30		
10	:00 / :30		F48 ME EARMAR0001 / F56 SMS SHESUZ0001
11	:00 / :30		F61 KM MELKAT0001 / F36 WLW WHIWEN0001
12p	:00 / :30	Out of office	Out of office
1	:00 / :30	OV / OV	*F55 DM MORDEB0002 / F54 KL LIPKAR0001
2	:00 / :30	OV / EMRG	F40 SMP WEZSUZ0001 / F37 CM MONCYN0001 OV Preop
3	:00 / :30	OV / OV	*F15 SW WEESTE0001
4	:00 / :30	OV / OV	F46 SMO OCOSHA0001 / F39 RS STAROB0001 OV LEEP
5	:00 / :30		
6	6:00p / :30		

nan, Joseph M

7/18/2005 4:22 PM

start

My System

- Medical Record

AMA

Current Chart: Aristo- Cats, Aristo

Aristo- Cats, Aristo DOB: 01/01/1950 55 y/o female   Blue Cross Blue Shield Of Massachusetts $25 100%

Reminders | Visit / HS | Chart View | Flowsheets

☑ Health Summary
☑ Note

Health Summary

Expand Collapse Inc. Font Dec. Font

- **Current Problems**
- ✓ **Allergies**
- ✓ **Current Medications**
- ✓ **PMH/FMH/SH**
- ✓ **Tobacco/Alcohol/Supplements**
- **Substance Abuse History**
- ✓ **Mental Health History**
- **Communicable Disease History**

Doctor's Note

Inc. Font   Dec. Font   Print Preview   FastForms

| Detl ▸ |
| CC ▸ |
| HPI ▸ |
| ROS ▸ |
| PMH ▸ |
| Prblm ▸ |
| Immz ▸ |
| Allrg ▸ |
| Meds ▸ |
| Vital ▸ |
| Exam ▸ |
| Labs ▸ |
| Prcdr ▸ |
| A ▸ |
| P ▸ |
| PtRec ▸ |
| $$ ▸ |

Aristo- Cats, Aristo 01/01/1950 ◦
Office/Outpatient Visit ◦
Visit Date: Mon, Jul 18, 2005 04:05 pm ◦
Provider: Joseph Heyman, M.D. (Supervisor: Joseph Heyman, M.D.) ◦
Location: Joe Heyman, MD, PC ◦

SUBJECTIVE:

CC ☑
┌─────────────────────────┐
│ Past Visit   │
H │ Shortcut   │
│ Save note as shortcut   │
R └─────────────────────────┘

Past Medical History / Family History / Social History: ◦

Current Problems: ◦

Allergies: ◦
Penicillins: hives ◦
Sulfas: ◦

Current Medications: ◦
Yasmin 30mcg/3mg Tablet Take 1 tab(s) po qd as directed. ◦
Levoxyl 0.15mg Tablet 1 tab(s) po qd ◦
Levoxyl 0.15mg Tablets 1 tablet(s) po qd #30 Tablets ◦

OBJECTIVE:

Vitals:

Historical: ◦

Current: ◦

Repeat: ◦

Exams: ☑ ◦

start

4:03 P
Monda

Reference Tools Reports Help

Current Chart: Aristo- Cats, Aristo

Aristo- Cats, Aristo DOB: 01/01/1950 55 y/o female   Blue Cross Blue Shield Of Massachusetts $25 100%

Reminders | Visit / HS | Chart View | Flowsheets

☑ Health Summary
☑ Note

Health Summary

Expand Collapse Inc. Font Dec. Font

✓ **Current Problems**

25.3	Dysmenorrhea
88.1	Dysuria
24.8	Other symptoms referable to back
88.41	Urinary frequency

✓ **Allergies**

Allergies / Adverse Rxn ☐ NKDA

⚠ Penicillins : hives
⚠ Sulfas :

✓ **Current Medications**

Current Medications ● Current ○ Past

Yasmin Tablet Take 1 tab(s) po qd as d
Levoxyl 0.15mg Tablet 1 tab(s) po qd #
Macrobid 100mg Capsules 1 cap(s) po bid #6 (

Doctor's Note (Contains past visit)

Inc. Font Dec. Font Print Preview FastForms

Detl ▸	NEUROLOGICAL: cranial nerves, motor and sensory function, reflexes, gait and coordination are all intact; °
CC ▸	PSYCHIATRIC: appropriate affect and demeanor; normal speech pattern; grossly normal memory; °
HPI ▸	**Lab/Test Results:** ☑ °
ROS ▸	**Procedures:** °
PMH ▸	**Dysmenorrhea** ☑ °
Prblm ▸	Procedure Note: Coloposcopy
Immz ▸	° Verbal informed consent was obtained. ° There are no identified relative contraindications such as pregnancy,
Allrg ▸	bleeding disorder or current anti-coagulant therapy. ° Colposcopy is performed using acetic acid prep. ° Epithelium
Meds ▸	demonstrates mosaicism. ° Transformation zone is seen. ° While carefully observing sterile technique, biopsy is
Vital ▸	performed. Total number of biopsies is 2. ° Biopsy locations: at the 2 o'clock position and at the 7 o'clock position. °
Exam ▸	Endocervical curretage is performed. ° Hemostasis is achieved with monsels solution. °
Labs ▸	**Urinary frequency** ☑ °
Prcdr ▸	**Dysuria** ☑ °
A ▸	**Flank pain** ☑ °
P ▸	**ASSESSMENT:** °
PtRec ▸	625.3 **Dysmenorrhea** °
$$ ▸	DDx: °
	788.41 **Urinary frequency** °
	DDx: °
	788.1 **Dysuria** °
	DDx: °
	724.8 **Flank pain** °
	DDx: °

PLAN: ° I'll write patient with results °

Dysmenorrhea ☑ °

Prescriptions: °

---

start 🔲🗐🖿🔲🖻🗓🖳🗐🖳🗐🖳🗐🖳🗐🖳🗐🖳🗐🖳🗐🖳🗐 4:09 P
Monda

Curre

Aristo-

Reminders

File Find View Help

Prescribe Check RX Delete QP Consult Med List Help Exit

Drug: Neor > Prescriber: Heyman, Joseph M.

Quick Picks

Brand	Strength	Sig	Dispensed	Refills

Scripts Written

alth Summary

band Collapse

✓ Current Pro

✓ Allergies

✓ Current Me

urrent Me

Lipitor

Yasmi

Levox

Macrob

Drugs *

Drug Name
Neoral

Warning

You have the following Warning(s):

☐ Print Warning On Script

Messages
🛑 Atorvastatin Calcium interacts with Cyclosporine
Resulting In: Rhabdomyolysis
Concomitant use of Atorvastatin Calcium and Cyclosporine can potentiate some adverse effects.
Recommendations: Carefully monitor patients receiving these two drugs concomitantly.
⬇ Cyclosporine interacts with Estrogens
Resulting In: Cyclosporine toxicity
Estrogens can increase the serum levels of Cyclosporine and increase the risk of toxicity.
Recommendations: Avoid this combination if possible. Monitor CYCLOSPORINE level and renal and hepatic functions. Adjust CYCLOSPORINE dose as needed.

✓ Ignore

✓ Ignore w/ Notes

✗ Cancel

rination, flank

Is, fever, flank

that this is the

d belching).

✓ PMH/FMH/

st Medical His

pertension: dx'd a
hma: dx'd at age
pitalized for asthr

NECOLOGICAL
blems with pregn
blems with menst
quency/duration.
rent method of co
narche occurred
nopause at age 5
vical dysplasia; sl
conization 1 (+)

Allergies / Adverse Rxn ☐ NKDA

⊞ ⚠ Penicillins : hives
⊞ ⚠ Sulfas :

start

5:09 P
Monda

My System

- Billing

Posting   Patient   Provider   Insurance   EF Wiz   HCFA Wiz   Super Bill   Schedule   TaskMan   Help

Invoice & Payment (Aristo- Cats, Aristo)

Save   Cancel   Delete   HCFA   Aging   Gurn   Template   Claim   Alert   Memo   Notes   Check Err.   Edit Pat.   Help   Exit

Facility: Joe Heyman, MD, PC   Default Date 7/18/2005 ▼ Invoice Date 02/19/2005   Service Date 02/19/2005

Symptom Date	Symptom Date Indicator	Invoice No	Invoice	Pay&Adjust	Balance	Superbill No
__/__/____ 🔍 Find...	▼	4357	$2,506.00	$0.00	$2,506.00	

Financial Grp DOS Provider   Supervisor   Guarantor   Referral

CHP ▼   Heyman, Joseph ▼   Heyman, Joseph M 🔍 Find...   Aristo- Cats, Aristo 🔍 Find...   [ ] 🔍 Find...

Status

☐ Print HCFA on Save   ☐ Include Text?   [▼]

Charges | Payment | Insurance   **Title:** [ ]   🔍 Find...

Diagnosis [ ]   New Inv ICD...   Delete ICD   Set Prim. ICD   Primary ICD in Bold

218.1	Uterine leiomyoma, intramural

CPT [ ]   New Inv CPT... **PANEL** [ ] 🔍 **HCPCS** [ ]   **New Inv HCPCS...**   Edit CPT...   Delete CPT   Set Prim. CPT

Code	Description	M1	M2	M3	M4	SDOS	POS	TOS	Unit Fee	Unit	Fee Amount	ICD 1	ICD 2
58180	Subtotal hysterectomy					02/19/2005	21	02	$2,506.00	1	$2,506.00	218.1	

Primary CPT in Bold   ☑ CCI Check   CPT/HCPCS Functions   Invoice Total $2,506.00

Total Payment: $0.00

Side panel (partially visible, left):

Posting (Patient Na...

...to- Cats, Aristo 🔍 P...

Invoices   Title:

New Invoice...   Edit Invoic...

Invoice #	FG
4357	CHP
4191	CHP
4122	CHP
4116	CHP
4098	CHP
4095	CHP
4094	CHP
4092	CHP
4091	CHP
4090	**CHP**
4089	CHP
4087	CHP

Zero(0) Balance

...ments

...ient Payment...   Insura...

...e Posted   Paymen...

Posting   Patient   Provi

Invoice

Posting (Patient Na...

o- Cats, Aristo

Save

Facility: Joe

voices   Title:

w Invoice...   Edit Invoic

Symptom Dat

voice #	FG
4357	CHP
4191	CHP
4122	CHP
4116	CHP
4098	CHP
4095	CHP
4094	CHP
4092	CHP
4091	CHP
4090	**CHP**
4089	CHP
4087	CHP

Financial Grp

CHP

Print HCF

Charges   P

Diagnosis

218.1   U

CPT

Code
58180	S

Zero(0) Balance

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e Posted   Paymen

Primary CPT

Help   Exit

Date 02/19/2005

l No

M

Find...

Find...

y ICD in Bold

T   Set Prim. CPT

unt	ICD 1	ICD 2
06.00	218.1	

Total $2,506.00

otal Payment: $0.00

Monday, July 18, 2005, 11:44 AM

HEALTH INSURANCE CLAIM FORM

PICA

1. MEDICARE MEDICAID CHAMPUS CHAMPVA GROUP HEALTH PLN FECA BLK LUNG OTHER
(MDC#) (MDD#) ☒(SFDNS SSN) (VA FILE#) (SSN or ID) (SSN) (ID)

1a. INSURED'S I.D. NUMBER (FOR PROGRAM IN ITEM 1)
XXY123456789

2. PATIENT'S NAME(Last Name, First Name, Middle Initial)
Aristo- Cats, Aristo

3. PATIENT'S BIRTH DATE 01 01 1950   SEX M☐ F☒

4. INSURED'S NAME(Last Name, First Name, Middle Initial)
Aristo- Cats, Aristo

5. PATIENT'S ADDRESS (No., Street)
X

6. PATIENT RELATIONSHIP TO INSURED
SELF☒ SPOUSE☐ CHILD☐ OTHER☐

7. INSURED'S ADDRESS (No., Street)
X

CITY Newburyport   STATE MA

8. PATIENT STATUS
Single☐ Married☒ Other☐
Employed☒ Full-Time Student☐ Part-Time Student☐

CITY Newburyport   STATE MA

ZIP CODE 01950   TELEPHONE(Include Area Code) (978)555-1212

ZIP CODE 01950-   TELEPHONE(INCLUDE AREA CODE) (978)555-1212

9. OTHER INSURED'S NAME(Last Name, First Name, Middle Init)
Aristo- Cats, Aristo

10. IS PATIENT'S CONDITION RELATED TO:

11. INSURED'S POLICY GROUP OR FECA NUMBER
12345

a. OTHER INSURED'S POLICY OR GROUP NUMBER
MTP123456789

a. EMPLOYMENT? (CURRENT OR PREVIOUS)
YES☐ NO☒

a. INSURED'S DATE OF BIRTH 01 01 1950   SEX M☒ F☐

b. OTHER INSURED'S DATE OF BIRTH 01 01 1950   SEX M☒ F☐

b. AUTO ACCIDENT?   PLACE (ST)
YES☐ NO☒

b. EMPLOYER'S NAME OR SCHOOL NAME

c. EMPLOYER'S NAME OR SCHOOL NAME

c. OTHER ACCIDENT?
YES☐ NO☒

c. INSURANCE PLAN NAME OR PROGRAM NAME
Blue Cross Blue Shield (Blue Card)

d. INSURANCE PLAN NAME OR PROGRAM NAME
Blue Cross Blue Shield Of Massachusetts

10d. RESERVED FOR LOCAL USE

d. IS THERE ANOTHER HEALTH BENEFIT PLAN?
☒YES ☐NO   If yes, return to and complete item 9 a-d

12. SIGNED   DATE 03/27/2002

13. SIGNED

14. DATE OF CURRENT ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY(LMP)
02 19 2005

15. IF PATIENT HAS HAD SAME OR SIMILAR ILL GIVE FIRST DATE N/A

16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION
FROM   TO

17. NAME OF REFERRING PHYSICIAN OR OTHER SOURCE
Bean, S. Mark

17a. I.D. NUMBER OF REFERRING PHYSICIAN
B76651

18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES
FROM 02 19 2005   TO 02 19 2005

19. RESERVED FOR LOCAL USE

20. OUTSIDE LAB? $CHARGES
YES☐ NO☒

21. DIAGNOSIS OR NATURE OF ILL OR INJURY (RELATE ITEMS 1,2,3, OR 4 TO ITEM 24E BY LN)
1. 218.1
2.
3.
4.

22. MEDICAID RESUBMISSION CODE   ORIGINAL REF. NO.

23. PRIOR AUTHORIZATION NUMBER

24. A DATE(S) OF SERVICE From MM DD YY	To MM DD YY	B Place of Servic	C Type of Servi	D PROCEDURES SERVICES OR SUPP (Explain Unusual Circumstances) CPT/HCPCS MODIFIER	E DIAGNOSIS CODE	F $ CHARGES	G DAYS OR UNITS	H EPSDT Family Plan	I EMG	J COB	K RESERVED FOR LOCAL USE
02 19 2005	02 19 2005	21	02	58180	1	2506 00	1	N	N		

25. FEDERAL TAX I.D. NUMBER   SSN EIN
04-3548598   ☐ ☒

26. PATIENT'S ACCOUNT NO.
ARIARI0001

27. ACCEPT ASSIGNMENT? (for gov claims, see bk)
YES☐ NO☒

28. TOTAL CHARGE
2506.00

29. AMOUNT PAID
0.00

30. BALANCE DUE
2506.00

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse

32. NAME AND ADDRESS OF FAC WHERE SERVICES WERE RENDERED (if other than home or office)
LOWELL GENERAL HOSPITAL

33. PHYSICIAN'S SUPPLIER'S BILLING NAME ADDRESS ZIPCODE & PHONE Joe Heyman, MD, PC

Back · → · × 🗘 🏠 | 🔍 Search ⭐ Favorites 🧭 | 🖂 · 🖨 · 🗑 · | 📒 🗂 🔵 👥

ess 🔗 https://mailbox.transactions.mckhboc.com/ | → Go | Links 🔗 Ama Web Portal 🔗 BOT Website »

ogle · | G Search · | 🗐 🚫 18 blocked | ✔ Check · 🔗 AutoLink · 🗐 AutoFill 🔴 Options ✏

MCKESSON Transaction Solutions Hub
Electronic Mailbox Facility

Logon
Upload
Download
Directory
Help

Upload

To upload a file to the Electronic Mailbox Facility, fill in the fields below and click Upload.

Data Format: ⦿ Binary   ○ ASCII

Local File: [332030138.d]   [Browse...]

[Upload]   [Reset]

Discussions ▾ | 🗐 🗐 🗐 🗐 🗐 🗐 | 🗐 | 🚫 Discussions not available on https://mailbox.transactions.mckhboc.com/   ❓

one   🔒 🌐 Internet

Symantec   MASSACHUS...
pcAnywhere   announceme...

```
PROCESSING DATE: 07/20/2005                                     02:06:37

        ***********************************************************************

        332000-E-MDS                            CLAIM BILLING DATE: 07/20/2005

        332030-JOE HEYMAN MD

        ***********************************************************************

                NO EXCLUSION CLAIMS TO REPORT FOR THIS CLAIM BILLING DATE

        ***********************************************************************



        332030 TOTALS:        EXCLUDED                   0          0.00       0

                              ACCEPTED                   9      1,504.00       0

                                               ********  ************  ****

                              TOTAL-INPUT                9      1,504.00       0

                              ***********************************************************

                              (A)  ELECTRONIC TO PAYER   9   +   0   =         9

                              ***************************
```

My System

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

AMA

Performance

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

AMA

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!!!

AMA