



## Case Study

### PROBLEM

Solo physician spending too much time:

- Looking for missing information
- Dictating
- Waiting for transcriptions

### PURCHASE FACTORS

The practice noted:

- Intuitive flow
- Speed of charting
- Integration of EHR and PM functions in one application

### RESULTS

- Improved efficiency
- Increased focus on patients
- Restored overall satisfaction in practicing medicine

## The Other Medical Clinic

When Dr. Alda Knight was part of a 10-doctor multispecialty practice, she spent a good part of her day looking for missing charts, lab results and other important information, which meant she had less time to spend with patients. She became disillusioned with practicing medicine. “I was so frustrated, I didn’t like medicine anymore,” she remembers. “So I took a year off and resolved not to come back without an electronic health record [EHR] system.”

Dr. Knight knew she had to find a better way to run a practice. Her goals were to find a system that would help her save time and help her practice stay current.

She researched several EHR/Practice Management (PM) systems. In addition, Dr. Knight and her office manager traveled to Cedar Rapids, Iowa, to attend the TEPR (Toward an Electronic Patient Record) EMR Roadshow, a traveling demonstration of electronic medical record systems.

“We looked at four systems, including Aprima’s. As soon as I saw it, I knew I wanted it, but we still went through the full comparison, demos, cost comparison and so forth,” she explains.

### CAPTURING THE WAY A PHYSICIAN THINKS

One of the first features that impressed Dr. Knight was Aprima’s template-free design. While other EHR/PM systems require doctors to conform to system templates and choose items from bulky drop-down menus, Aprima presents options. “The first time I saw Aprima’s EHR/PM system in use, it was for a demo patient with appendicitis. As we went along, the demonstrator would say, ‘Next, you want to know . . .’ and it was exactly what I was thinking! Aprima could anticipate what I was going to say next, perfectly. With the appendicitis example, after clicking ‘abdominal pain,’ the next questions are ‘for how long’ and ‘what does it feel like?’ It’s all right there: click, click, click. My

*“With Aprima, I can chart as many problems as I want. I don’t have to start over for a second complaint.”*

Dr. Alda Knight, M.D.  
The Other  
Medical Practice

thinking’s not really traditional, so if Aprima can capture the way I think, it’s a miracle.”

The technology on which Aprima is built was also a determining factor when Dr. Knight selected the solution: the EHR and PM functions are one application, in a single database. This means that Dr. Knight’s staff can access a patient’s chart or insurance information without having to close one database and open another.

### PRACTICING MEDICINE AGAIN

The Other Medical Clinic opened in January 2006 with the Aprima EHR/PM system in place. The practice first used the EHR functions and phased in the PM functions six months later. Originally, the practice used two tablet PCs, a Motion® tablet and an HP laptop. Dr. Knight later added desktops in each exam room, along with large screens to improve readability.

Using Aprima, Dr. Knight is enjoying practicing medicine again. Even when she’s running behind schedule, being able to finish notes quickly makes it easier to catch up. She can take the tablet when she travels, and Aprima’s unique data replication lets her finish and sign charts while she’s away.

## Practice Profile

### THE OTHER MEDICAL CLINIC

The Other Medical Clinic was founded in 2006 by Dr. Alda Knight, a board-certified internist. The clinic, which provides internal medicine and family practice services, is located in Knoxville, a town of 7,700 in south-central Iowa.

Along with Dr. Knight, the clinic staff includes a nurse manager, office manager, business manager, laboratory manager and administrative assistant.

The clinic's mission is "Guerir quelquefois, Soulager souvent, Consoler toujours" (To cure sometimes, To help often, To comfort always), a quote frequently credited to the 19th-century French-Canadian physician Edward Livingston Trudeau.

Dr. Knight is a Fellow of the American College of Physicians and is certified by the American Board of Internal Medicine and the American Board of Hospice and Palliative Medicine.

Read more about The Other Medical Clinic at [theothermedicalclinic.com](http://theothermedicalclinic.com).

Then, when she returns to the office the next morning, the chart automatically syncs with the server. From her home, Dr. Knight uses a secure VPN connection to access the Aprima system.

Aprima makes it easy for Dr. Knight to document multiple chief complaints, that most of her patients have. This feature sets Aprima apart from other EHRs that just replicate paper-based charts. In addition, Dr. Knight is able to customize categories.

Aprima's E&M coder has helped Dr. Knight work more efficiently. "I tend to over-document, but Aprima lets me know when I have enough information," she says. As Dr. Knight documents a patient visit, Aprima's E&M coder automatically recommends diagnosis and procedure codes for her review and approval. Since the system is integrated, insurer guidelines, fee schedules and other factors are taken into account to automatically generate a superbill.

Dr. Knight has also expressed how easy it is to move around in the Aprima system: "I don't have to know how to get somewhere, because I can get there from almost anywhere." She can also add options on the fly instead of being forced to use only built-in choices from a pick list. And the options she adds can be reused for her other patients. This unobtrusive capability saves countless hours over the years as compared to systems that require an IT person to be called in to make a change.

The Aprima messaging and tasking center has helped Dr. Knight and her staff manage tasks more effectively. Instead of interrupting each other, they can send messages to individuals or groups for tasks that need to be done by a certain date. They can then sort messages in different ways to prioritize their to-do lists. For example, Dr. Knight has set up her desktop so that abnormal test results show up as a top priority; that makes it easy to do the most urgent tasks first.

Now that she's using Aprima, Dr. Knight can once again focus on the satisfaction of caring for her patients. She says happily, "I go to work now looking forward to my job."



### APRIMA IS SPEED

*Aprima lets you enter data on a tablet PC by handwriting recognition, keying, transcribing or dictating—whichever way is fastest for each user. Whether you are at the office, at home, at the hospital or even on vacation, you can access your records. No more late-night drives to the clinic.*

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