



Case Study

Sheffield Pediatrics Memphis, TN

Allscripts MyWay (formerly Misys MyWay™)

New Pediatrics Practice Enhances Patient Care, Builds Patient Loyalty and Streamlines Operations through Allscripts MyWay

BACKGROUND

Dr. Nicole Sheffield was making a new start. She was leaving the multi-specialty group that she was a part of for six years and starting her own practice. This was a clean break and Dr. Sheffield was determined to raise the bar on the level of care and efficiency of her new practice. She wanted to do things her way.

Allscripts MyWay (formerly Misys MyWay) empowered Dr. Sheffield to build a higher level of service into the care she offered her patients (and their parents) by greatly increasing her availability to address their needs and concerns. At the same time, she actually gained more freedom to work the way that she wanted. The result is better care for patients and a better process for the organization.

THE CHALLENGE

As Dr. Nicole Sheffield evaluated how she was going to operate her new practice, she felt that it was a good time to reevaluate the manual processes that she used previously. "Opening a brand new office is an opportunity to do things the way that you want to do them without compromise," stated Sheffield. "Patients today are demanding smaller offices and more personalized care. To meet this demand, we need to be as efficient as possible in all phases of the practice." In short, she knew she was ready to make the transition to an EHR system.

But Dr. Sheffield saw problems with many of the EHR platforms on the market. "Most EHR systems have been more geared towards hospital care, and then outpatient adult care. There weren't many systems that had content templates for pediatrics, or were pediatric-friendly. They tried to make the pediatric patient into a little adult," she said.

THE SOLUTION

A consulting organization recommended Allscripts to Dr. Sheffield, and Allscripts MyWay in particular—a web-based solution with EHR, practice and claims management tools fully integrated into one simple-to-use platform.

Allscripts MyWay enabled Dr. Sheffield to access critical patient information regardless of her location. And Dr. Sheffield discovered that Allscripts MyWay provided the opportunity for usability to be tailored to meet her practice needs. "With Allscripts, I have the option to use an age appropriate pediatric template—which really works for me—or with an older patient I can use an adult template," related Sheffield. Allscripts MyWay simply delivers the flexibility that a growing practice like Sheffield Pediatrics must have.



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Nicole Sheffield, M.D.
Sheffield Pediatrics

CUSTOMER PROFILE:

- > 1 Physician, Dr. Nicole Sheffield, MD, FAAP
- Assistant Professor of Pediatrics, University of Tennessee, Memphis Medical School
- Assistant Professor of Pediatrics, University of Memphis
- > 3 Full-time Employees, 1 Part-time Employee
- > Pediatrics Specialty
- > Electronic Health Record and Practice Management Solution: Allscripts MyWay

ALLSCRIPTS

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THE RESULTS

The flexibility of Allscripts MyWay is paying dividends in terms of happy patients and satisfied parents. "Parents like that I have real-time access to their children's information, especially from home, on vacation or on the weekends," says Sheffield. "I can refill their prescriptions if I need to, provide specific advice in regards to their healthcare or answer their questions... In case a hospital calls with a lab that's out of the normal range and I need to get in touch with a patient, I don't have to come into the office. I have the option of looking things up on my own... They feel more comfortable in that I'm giving them the best healthcare that I can."

But the benefits of Allscripts MyWay are not for the patient alone. Sheffield Pediatrics experienced a significant improvement in the efficiency and productivity of the practice with the practice management and EHR tools provided by Allscripts MyWay. "The system is extremely easy to use because it is very similar to what I did on paper. In fact, patient data flow is set up almost exactly the way I did it on paper," relates Sheffield. "I'm able to go through the chart quicker, without having to hunt and peck. Most everything that I'm looking for has a header that you just click on rather than searching through documentation... Most things are completed before the patient comes to see me. Now, it's just a matter of clicking to take care of a chart or take care of phone calls... I used to finish seeing a full load of patients and document everything by 5:00 every day. Now, Allscripts MyWay puts 30 minutes back into my day by eliminating manual documentation tasks."

Dr. Sheffield sums up the value of what Allscripts did for her practice succinctly declaring, "I think that Allscripts MyWay is an accurate statement in that it is constructed from the initial build to the go live date to be the way that the physician wants it—so it is truly my way of doing medicine."

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