



## Case Study

# West Coast Musculoskeletal Brooksville, FL

## Allscripts MyWay

### ALLSCRIPTS MYWAY PLAYS KEY ROLE IN LAUNCH OF BRAND NEW MUSCULOSKELETAL PRACTICE

Eugene Moynihan moved to Florida in August of 2008 to help his brother, an orthopedic surgeon, start a new medical practice. The catch was that Moynihan, who retired from a career as a New York City police officer just 5 weeks before, had no experience in starting a medical organization. But he knew how to build a solid foundation for the new practice. "I knew that we needed to go electronic in regards to our records," related Moynihan. "I started asking around to other similar practices in the industry and everyone said, 'If you are going to start a new practice, then you've got to start electronic.' My feeling is: If you're going to do it, do it right. That's been our thought process from the very beginning."

An Allscripts representative introduced West Coast Musculoskeletal to Allscripts MyWay. Moynihan noticed a difference in MyWay from the start. "With most products, it's two systems, such as the scheduling and the medical notes," he stated. But then billing is typically a separate product. When you try to bring in billing to work with the other two, there are always glitches and problems. MyWay is everything all wrapped into one nice package. That's very unusual for this type of product."

### IMPLEMENTATION

Moynihan had some initial anxiety during the implementation process due to both his and his practice's inexperience with EHR. "A lot of the training with EHR assumes that your practice already has insurance contracts and understands what superbills are," he shared. "Our situation was unique in that we had zero. We had nothing. We didn't even get our Medicare number for four months. I needed the people I was working with to understand that. The response of the Allscripts team was: 'All right Mr. Moynihan, no problem.'"

Allscripts worked with West Coast Musculoskeletal to make the practice increasingly comfortable with the new technology. "You click through these courses that really show you how Allscripts MyWay works," related Moynihan. "From there, you go on a conference call for 2 hours daily for 4-5 days and they show you how to enter in a new patient, how to use the system etc. Then you spend the next 2-3 days learning how to bring patients over from the old way to the new MyWay."

"But I was still looking for more. I wanted someone to show me how to do it in person, so I don't have to call for support." In response, Allscripts sent a technical support representative to West Coast Musculoskeletal to work directly with the practice once every few weeks, when they felt that they were ready for additional training. "When any problems came up, he worked with me until the issues were resolved. That was what I really needed to get the most out of MyWay," said Moynihan.



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*Eugene Moynihan  
West Coast Musculoskeletal*

### CUSTOMER PROFILE:

- > Orthopedic Practice
- > 1 Physician
- > 3 Full-Time Employees, 1 Part-Time Employee

### ROI:

- > Time to create physician's notes reduced to 2-3 minutes per patient.
- > Streamlined processes reduce the need to hire additional staff by approximately 50%.
- > Allscripts team delivered the technical and logistical support needed to assist in the successful launch of a new practice.

ALLSCRIPTS  
222 Merchandise Mart, Suite 2024  
Chicago, IL 60654 / 1.800.654.0889

[www.allscripts.com](http://www.allscripts.com)



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### West Coast Musculoskeletal

#### CHARTING TAILORED TO EVERY PHYSICIAN

Once Allscripts MyWay was up and running at West Coast Musculoskeletal, the surgeon was able to tailor the system to exactly how he wanted to work. Eugene Moynihan provided an example of this customized functionality: "For a shoulder exam, he knows exactly what he's going to ask, he knows exactly how he likes it every time. When he clicks on a shoulder exam, exactly what he needs will come up. The system mimics our paperwork exactly so that a new patient gets entered in quickly—we just click right down the list. As of right now, it matches our system very, very well."

The practice uses Allscripts MyWay in a process that is unique to their preferred way of working. Rather than create notes when in the exam room with the patient (the normal method of using MyWay), the doctor prefers to see 2-3 patients, then create the notes in one sitting. He uses voice recognition software, combined with the intuitive information flow of Allscripts MyWay, to cut charting time to just 2-3 minutes per patient. This robust functionality is helping the practice to work toward their goal of seeing 40 patients per day.

#### STREAMLINED BILLING

The streamlined processes delivered by Allscripts MyWay are felt by Moynihan as well. "When a person calls in to make an appointment, I get all of their information and I put it into the system," he related. "And I can program what I want to be a necessary item, or a non-necessary item. When I go to bill, I don't have to enter all of that information again—all of the medical records are in one place. When I bill out, all of that is transferred to a 1500 form or sent out electronically."

"I don't have to log into a different system to access the medical records, I just click at the top and it brings up all of the doctor's medical notes, so I can see exactly what he did or didn't do. It's incredibly easy to navigate between all of the systems, from the person's appointment, to patient demographics, to medical records, to the bill. I can answer questions such as 'Did the bill go out on time, did it get rejected, what is the status now and where do we stand?'"

"With Allscripts MyWay, you only have to do the data entry once, and that's a huge difference. I'm functioning on a skeleton crew. To make money in this business, you have to do a lot with as little as you possibly can. And that means personnel. Personnel cost is a huge amount of money. I'm functioning with one doctor and 3-1/2 employees and other doctors I know with the same amount of billings are at 7 employees. I do believe I'm saving money in that respect."

#### BRIGHT FUTURE

"We're real happy with the product," beamed Moynihan. "When it comes to Allscripts, the people that are on it, are on it. They know their stuff. Wherever this is running, people will say 'this thing is awesome,' and we're still in the baby stages of it. We were number 71 in the country to have the product. Five years from now, this thing will be so unbelievably fast...I believe in the product."

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