

Overview

Profile

- American Board of Ophthalmology Certified and American Academy of Ophthalmology member
- Presented papers and has led scientific discussions at numerous national and international eye meetings
- Taught many courses on phacoemulsification and no-stitch cataract surgery across the United States
- American Society of Cataract and Refractive Surgery member

Practice Stats

- Doctors: 4 Board Certified Ophthalmologists
- Staff: 38 (includes 4 certified opticians, 4 business offices, 18 COA/COTs, and 3 contact lens technicians)
- Patient Volume: 400 per week
- Office Locations: 3
- Workstations: 51
- Customer Since: 1999
- Web: www.eye-surgical.com

A Complete and Robust EHR System

Customized Workflows. Industry Integrations. Reliable Support.



We adopted EHR in 1999 and First Insight was one of the few companies that offered a complete practice management system that fully integrated with EHR. Since we first began using MaximEyes software, it continues to provide our practice with a complete practice management system—from check-in, to clinic, to optical, to payment cycle and insurance management, to successfully attesting for meaningful use. We are able to easily perform customizations in real time, without cumbersome outside IT help.

Third Party Integrations Speeds up Exam Lanes and Reduces No-Shows

MaximEyes seamlessly integrates with our Marco EPIC system for pre-testing data to help speed up exam lanes. In addition, the Demandforce-MaximEyes integration makes it easy to use the Demandforce automated email and text message appointment confirmations and recall reminders to reduce no-shows to bring patients back to our office.

Capitalizing on Meaningful Use Incentives

Our practice has attested for meaningful use for Stages 2 and 3, and all of our doctors received their EHR incentive payments. The support from First Insight is especially helpful as the training guides, webinars, and computer based trainings show us where we need to go in MaximEyes EHR to meet each of the required meaningful use measures and how to produce reports.

IRIS™ Registry and MaximEyes Integration Positively Affects Workflow

The MaximEyes EHR integration with IRIS™ Registry reports improves the way Eye Surgical Associates maps/documents exam elements that we perform so that data is compliant and easy to find. This results in reduced inter-document variability. The direct integration with MaximEyes allows our doctors to comply with PQRS and Stage 2 attestation requirements, and it opens up our database for case-by-case interview reviews and quality audits.

Quality and Reliable Customer Support

I have always been impressed with technical support. Our office loves the immediate on-line “chat” format that First Insight offers to its customers. Most of the time, we are able to talk with the same person for follow-up questions.