

Overview

Profile

- Specializes in primary eye care, contact lenses, glaucoma and macular degeneration
- Received clinical training at Providence Veterans Affairs Hospital, Newport Naval Health Clinic and Dimock Community Health Center
- Volunteered in the Dominican Republic to provide eye care to underserved regions of the country

Business Challenge

Needed a flexible, integrated and certified EHR and practice management system that would support long-term goals of continual growth, efficiency, profitability, stability and compliance with government mandates and meaningful use requirements.

Value Justification

- Tailor each assessment and plan to personal practice style
- ERA in billing saves many hours each week by reducing insurance posting time
- Reduces billing errors
- Attested for EHR meaningful use and received incentive dollars
- Easy to customize exam finding drop-down menus

A Two-Fold Goal: Transition to EHR and Increase Office Efficiencies



Dr. Kenyon's goal was to transition his practice from a paper-based system to a complete electronic system. He was looking for a solution that would better manage clinical workflows and documents, speed up exam lanes, improve office productivity, cut operating costs, increase his revenue, and allow him to attest for meaningful use. Once he mastered MaximEyes, he found EHRs to be overall faster and more accurate than paper charting.

Spend a few minutes with Dr. Kenyon and find out what key areas and tools are invaluable to running his practice efficiently.

MaximEyes Thinks Like Me

Basically, I can tailor MaximEyes to think the way I do as a practitioner. I have customized the exam findings drop-down menus to the ones I use the most, then when I'm ready to fill out the assessment it provides suggestions based on my exam findings.

Billing Errors & Coding Compliance

The Code Complete Manager is extremely helpful because not only does it save doctors time, it helps prevent billing errors by providing recommended diagnosis and procedure codes based on my exam findings. I never have to search for codes at the end of the exam. And codes and patient data transfers back to billing, optical and scheduling.

Tailoring Assessments & Plans

The Encounter Administrator, specifically the Diagnosis Code section, allows me to tailor each assessment and plan to

my personal practice style. Therefore, if I choose a particular diagnosis the program displays my favorite treatments for that diagnosis, and in most cases I can just click on it, thus saving me time.

E-Billing Speeds Up Payments

MaximEyes is very effective in managing our patient and insurance e-billing. The billing reports are very helpful. However, my favorite part about the billing in MaximEyes is the Electronic Remittance Advice (ERA).

ERA offers an accurate way to complete and process claims and has greatly improved accuracy in recording payments. The MaximEyes ERA module saves me many hours every week by reducing the time we spend posting insurance payments. We can easily download ERA in NPI complaint formats, review remits attaches to a patient's Superbills, and post entire checks quickly.

“First Insight technical support is far superior to OfficeMate.”

Jeffrey S. Kenyon, OD

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Customer since 2010

3 Doctors, 20 Workstations

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The Plan section within MaximEyes provides suggestions based on the diagnosis, and it also provides billing suggestions based on the diagnoses I’ve used. This improves documentation and billing accuracy, while saving time.

Improves Patient Compliance

I like the many graphs that are available throughout MaximEyes. The IOP graph is especially helpful for following glaucoma patients. I like showing it to my patients so they can see what their IOP was prior to treatment and then after—this greatly improves patient compliance.

Customer Support is Critical

As a previous OfficeMate user, First Insight technical support is far superior to OfficeMate. I’m always able to speak to a technical support representative within a couple minutes of calling First Insight. The customer support hours are also great. I work Saturdays and with their Saturday hours it’s nice to know support is there if I need it.

Meaningful Use Made Easy

Using the built-in meaningful use tools and certified e-prescribing link within MaximEyes, I was able to successfully attest with CMS and qualify for the EHR Incentive Program.

Overall, MaximEyes makes it easy to attest and keep track of my data. My trainer, who is extremely knowledgeable with EHR incentive program requirements, was very helpful with providing me with advice on what we needed to document in order to attest, how to trigger the proper sections of MaximEyes to obtain the results we needed to qualify for incentive payments, and complying with reporting requirements.

First Insight provides a wealth of training resources, such as free live and recorded webinars, computer based trainings, and comprehensive guides on the For Customers website.

MaximEyes is a Superior EHR

I definitely made the right decision when selecting MaximEyes. I highly recommend this software to many of my colleagues. A colleague asked me why his practice should upgrade to MaximEyes EHR instead of using OfficeMate; I told him that MaximEyes is a far superior EHR. He decided to go with MaximEyes.