

Overview

Profile

- Board certified ophthalmologist specializing in retina, vitreous and macular diseases
- Member of American Academy of Ophthalmology, Georgia Society of Ophthalmology, Royal College of Physicians and Surgeons of Canada, and Canadian Ophthalmology Society
- Associate Clinical Professor in Ophthalmology at College of Georgia

Practice Stats

- Doctors: 2 full-time
- Staff: 25
- Patient Volume: 50-60 per day
- Office Locations: 12
- Workstations: 25
- Customer Since: 1996
- Web: www.southeastretina.com

A Stress Free and Structured EHR Conversion to Our Private Cloud



Dr. Harinderjit Singh has been using MaximEyes since 1996 and he continues to tell his colleagues that MaximEyes is one of the most complete and customizable systems in the ophthalmology industry. In 2011, Dr. Singh and his partner, Dr. Dennis Marcus, transitioned their paper records system to MaximEyes EHR on a private and secure cloud. Dr. Singh says, “We can access files securely from any of our 12 locations.

MaximEyes is very stable and we can move between screens easily.” Spend a few minutes with Dr. Singh and find out why he trusts MaximEyes.

Stress Free Upgrade and Paper Records Conversion

When we upgraded to the latest version of MaximEyes practice management and added MaximEyes EHR, we were assigned a personal technician. The technician worked with me, Dr. Marcus, and our office manager to create a plan that would allow us to convert our virtually all paper records system to an electronic system as smoothly as possible. The conversion was a lot easier than other conversions we had in the past.

Our assigned technician focused on our strengths and weaknesses and helped guide us through the upgrade. As with any upgrade, there are specific tasks your office has to do and First Insight did a great job of walking us through each task. In addition, as part of our transition to MaximEyes EHR, First Insight sent a trainer to our office for several days of on-site training that was tailored to our schedule and requirements.

Support Resolves Issues with Personal Technician

While all doctors and staff would like their EHR system to function seamlessly and without any problems, I have yet to hear that any one system actually meets this unrealistic expectation. Problems will occur no matter what software you use. Given that the unexpected always seems to happen at the worst possible times, what matters most is that reliable and quality support is available.

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First Insight’s customer support addresses unforeseen problems quickly and fix them effectively, in a timely manner. We are able to schedule time with a personal technician to help fix our issues and answer our questions. This is extremely valuable as we get to talk with the same person who knows and understands our system at a time that is convenient for us.

Our staff love the online chat support as technicians can securely connect to our computers remotely. The training guides and videos that are available on the customer website are extremely helpful for refreshing our memories and for training new employees.

Tailoring My Workflows

I can easily tailor exam workflows to operate an efficient exam lane. As a retina specialist, I especially love the 3D drawing tool as it is extremely helpful for documenting findings within the exam record and enhancing patient records. I can rearrange,

at will, virtually any elements on my encounters, and I can choose pages to display or not display on each encounter, and I can also add fields to most elements.

Eliminating Transcription Costs

Since I moved to MaximEyes EHR, I no longer need a transcriptionist to create my continuity of care letters for other doctors. I can create nearly 90% of the letter at the end of an exam with just a few clicks.

Simple E-Claims Process

Processing insurance e-claims are simple as MaximEyes incorporates the procedure and diagnosis codes from the EHR automatically so our claims are accurate. At the end of each day it is very easy to submit all the HCFA’s we created. The longer we use MaximEyes, we find that we are becoming more efficient with billing, which leads to reducing billing errors and cutting billing preparation time.

Staying Ahead of Industry and Government Demands

I personally value the company’s ability to stay ahead of technology and keep up with industry demands and government regulations, which can be extremely challenging for every EHR company.

When Dr. Marcus and I attested for meaningful use, the built-in requirements within a MaximEyes EHR workflow reduced double data entries and allowed us to both successfully attest and receive our EHR federal incentives.

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