



Case Study  
Dr. Nicole Sheffield, MD, FAAP  
Memphis, TN

## **PEDIATRICS PRACTICE ENHANCES PATIENT CARE, BUILDS PATIENT LOYALTY AND GAINS FREEDOM THROUGH SMARTER OPERATIONS WITH ALLSCRIPTS MYWAY**

Dr. Sheffield was determined to raise the bar on the level of care and efficiency of her new practice. "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 needed 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.

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.

### **ENHANCED CARE FOR ANY SPECIALTY**

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 create age appropriate pediatric screens-which really works for me-or with an older patient I can tailor it to an adult," related Sheffield. Allscripts MyWay simply delivers the flexibility that a growing practice like Sheffield Pediatrics must have.

### **MAXIMIZED PRACTICE EFFICIENCY**

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," said 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.

"We are pretty much totally relying on it (Allscripts MyWay) now. Everything is completely in the electronic chart and accessible. My staff has gotten comfortable with going into the chart, looking for certain things in the chart, and generating documents without having to ask a lot of redundant questions of me. I even had two new employees that pretty much picked up on the system the day that they started-while they were working. That's a good thing."

## A BETTER QUALITY OF LIFE

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."

On a personal level, Dr. Sheffield really appreciates the remote access capability of Allscripts MyWay. "I took my laptop with me to Europe and had a nurse practitioner cover for me so that I didn't have to close the office. I was able to monitor what she was doing, with no problems accessing the system in Europe whatsoever. The system made things a lot easier. I had the chart at my fingertips, and I was able to relax a little bit better."

Dr. Sheffield summed up the value of what Allscripts did for her practice succinctly when she declared, "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."

## ROI:

- Customization by physician that enables Pediatric focus
- Physician gains 30 minutes per day from more efficient workflow
- Patient loyalty increased by enhanced communications with the physician
- Physician gains remote access to patient records

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