

Meeting the challenge of... Setting up a Group Practice

An **xwave**EMR case study

The challenge

Moving across the country and setting up a medical practice from scratch would pose a daunting prospect for any physician, but it's a challenge Dr. Vineet Nair has embraced with enthusiasm. A native of New Brunswick, Nair studied medicine in British Columbia and practiced in White Rock before moving to London, Ontario to start his family practice. Now, along with raising two young sons, he and his wife and partner Andrea, a psychotherapist, manage the Core Family Health Centre, which they've set up in a Victorian home they've renovated themselves. Nair, an experienced EMR user, didn't want to have to allocate office space for paper files only to have to convert them to an electronic format sooner or later. He opted for sooner and, going digital from the ground up, has a virtually paperless practice supported by **xwave**EMR.

The **xwave**EMR solution

"I've used seven different EMRs," says Nair, "and comparing the different systems in Ontario, **xwave**EMR was simply the kind of EMR I wanted. The user interface was more modern; the charts were set up more intuitively. I liked the functionality—the letter templates; the fact that you can fax directly to and from the system. The ASP factor—the remote access—was also a key benefit."

"Your efficiency is just so much better with an EMR," he says. He notes that in areas such as preventive care, it's almost impossible to provide proper patient monitoring and follow-up using paper-based record-keeping.

He admits that migrating from paper to electronic charts causes a few growing pains; it's a process he underwent while practicing in B.C. "But the benefits—for you, your patients, your practice—are well worth the effort."

He says **xwave** offered one-stop EMR shopping that covered all aspects of the implementation. He also likes the fact that his EMR is supported by a large, stable company. "And I like the work **xwave** is doing in other areas of healthcare such as patient registries." **xwave** won an ITAC Health award in 2008 for its project management around the patient registry that supports Ontario's Wait Time Information System.

The outcome: Better patient care and less physician burn-out

The Core Family Health Centre is now comprised of 2 family physicians as well as several physiotherapists, massage therapists and an acupuncturist — and may link with 2 other family physicians next door via **xwave**EMR. Nair and wife Andrea are taking this 'fresh start' opportunity to not only automate their workflows but also showcase the profession. With a mission to 'improve patient care, enable physician health and revitalize family medicine', they are combining cutting-edge technology with a home-like environment to create a practice that is welcoming, comfortable, and efficient.

"I want to be able to give patients high levels of care as well as offer physicians a better life-work balance," says Nair. Streamlined paperwork and accessing the EMR from home are an important part of maintaining that balance.

"Charting is faster, labs are all electronic, everything's scanned in," he says, adding that the ability to document as you go shortens the workload at the end of the day. "I'm not stuck behind my desk with a pile of paper," he says. "I simply pull up to the nearest workstation and go."

HOW IT WORKS

Adopting and funding xwaveEMR

- xwaveEMR is funding-eligible under OntarioMD
- As an application service provider (ASP) solution, it is fully managed and maintained by **xwave**
- The ASP format eases the burden of maintenance for users, eliminates the need to purchase costly in-house equipment such as servers, and allows for easy scalability: new features and users often can be changed or added through a single phone call
- The software can be accessed wherever Internet is available office, home, hospital, hotel room
- xwave** works with you throughout the implementation, from initial assessment of your practice through to the 'go live' launch
- We can help you assess office workflows, establish appropriate planning parameters, and set milestones for implementation that enable you to measure its success
- We provide ongoing support that includes all necessary training, software updates, change management, and technical support such as a 24/7 helpdesk
- xwaveEMR** is one of the first ASP-based EMRs to be launched in Ontario; it's deployed via Ontario's secure ONE™ Network and has been used by physicians across the province since 2005
- It is based on GE Healthcare's award-winning Centricity® EMR; Centricity has over two decades of development and refinement behind it and now is used by 30,000 clinicians around the world



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Dr. Vineet Nair
Core Family Health Centre

About xwave Healthcare

xwave Healthcare is the winner of two ITAC-Health awards Company of the Year (2006), and Project Implementation Team of the Year (2008) for its work with Cancer Care Ontario on the Wait Time Information System (WTIS). Drawing from 30 years of experience, the practice comprises over 300 medical, technical and business consultants all guided by a Medical Advisory Board of physicians who provide direction and counsel on a voluntary basis. Together they develop solutions and services that connect providers with patients and promote efficiency across the entire continuum of care.

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