

## Expansion from Primary Care to Urgent Care - The Sky Is the Limit with Cloud Based EMR



*"The cloud platform enabled me to scale my practice without being burdened with heavy IT infrastructure costs."*

### Doctor Today

Five clinic practice - three Urgent Care,  
two Primary Care  
Winter Haven, Florida

### Scalability and Expansion

Dr. Jeetendra Issar, M.D. was at a crossroad with Doctor Today, his medical practice in Florida. He wanted to scale his primary care clinic and expand into urgent care, but he didn't want to invest the time or money on the heavy IT infrastructure that would be needed to replicate for each office. Dr. Issar evaluated four urgent care electronic medical records systems before he selected Waiting Room Solutions.



**DOCTOR TODAY TLC, LLC**

Medical Walk-In Clinic & Urgent Care



"One of the EMR systems we looked at was only suited for a one-doctor or one-clinic practice and the server was based in house. There was a different database for different physical locations of the clinics. We have multiple clinics in Florida and we needed one database so that we wouldn't have to start making new charts all of the time. With these other EHR systems, data could not be shared among the different physicians or locations of the clinics," said Dr. Issar.

So, Dr. Issar asked another physician for a recommendation. "One of the local doctors told me about Waiting Room Solutions EMR. He was using WRS for only one year and he was so satisfied. We looked at it, and we liked it and we went forward."

***"WRS is a complete solution that enabled me to expand my practice from primary care into urgent care."***

## Flawless Execution



Dr. Issar was impressed that with Waiting Room Solutions cloud system he didn't need to hire a network administrator to manage all of the multiple connections that were necessary to connect with third parties, such as hospitals, insurance companies, pharmacies and labs. "Waiting Room Solutions not only takes care of all of our software needs, they manage all of our connections and are accessible to me wherever I have

an Internet connection. The WRS cloud keeps one database for all of our clinics, it is very user friendly and it is very economical. We can share data among the five physicians at our four clinic locations. It was also easy to implement," asserted Dr. Issar.

## How Much Do You Charge?

When it comes to billing patients, Waiting Room Solutions EMR guides Dr. Issar's practice as to what the level of a visit is. "When we see patients, they have different levels of difficulty. The time spent on the patient is different for different problems. WRS software helps to generate the level of the visit and tells how much to charge for the particular level. That was previously done arbitrarily on our own and it was based on memory and hand recording," said Dr. Issar.

WRS also sets the gold standard for its ability to inform Dr. Issar and the other physicians at Doctor Today if there are any deficiencies in past patient history. "A patient who may have had a cold or one problem at one visit may have a new problem at the next visit. Waiting Room Solutions can tell the level of difficulties in management of the patient based on whatever data we've put in. It's a different level of time spent and a different level of visit. It's a mental exercise to come to a conclusion of a diagnosis of a patient. When we bill for a visit, Waiting Room Solutions guides us about whether a particular level of visit is appropriate," asserted Dr. Issar.



Recalling the headaches he had accessing paper charts prior to implementing Waiting Room Solutions, Dr. Issar said, "The problem is that paper charts can be misplaced and when patients visit you at one location and then they visit you at another location, you don't have their paper chart."

***"Waiting Room Solutions is one of the best practice management systems, particularly for small to medium size clinics."***

# WRS CLIENT CASE STUDIES

Dr. Issar was also impressed with the urgent care EMR's capability to record Doctor Today's patients' past medical records, allergies, medications, medical histories and pharmacy information. "It's very easy to get everything in one click," he indicated.

## Make No Mistake

The urgent care EMR has also eliminated the potential for medical errors that are caused by illegible handwriting. "The level of documentation has increased. With Waiting Room Solutions there are no problems with handwriting," said Dr. Issar.

Was it difficult to train his staff? "The team at WRS is very accessible," recalled Dr. Issar. He reminisced how excited Doctor Today's staff was when they were informed that he was going to implement WRS. "We knew we had to implement an EMR system. We decided we would have to go paperless. There were also requirements from the Centers for Medicare and Medicaid Services (CMS) to do that," he explained.

Dr. Issar couldn't stress enough how Waiting Room Solutions surpasses the competition in serving the practice management needs of a multi clinic practice that has successfully expanded into urgent care. "Waiting Room Solutions is one of the best practice management systems, particularly for small to medium size clinics," he said.

So, what will Dr. Issar say if this time around a physician asks him for a recommendation for an urgent care EMR? "I would recommend Waiting Room Solutions to many physicians," said Dr. Issar without a moment's hesitation.

