

Case Study – Scalability and Technology **Large Multi-site Clinic’s EMR Problem Solved**

LRMC, a large, multi-site clinic in South Carolina experienced a physician compliance issue with their Electronic Medical Records software.

Busy physicians were unwilling to do the data-entry necessary to use the EMR to its potential, and preferred dictating their encounters, as they were accustomed.

LRMC turned to DocuMed for a transcription solution that would enable them to harness the effectiveness of their EMR while allowing the physicians to work in the manner that best suited each one’s individual work style.

DocuMed set up LRMC to dictate via telephone. Using its data integration technology, DocuMed created a system for LRMC that enabled the encounter reports dictated by their physicians to be automatically imported into the EMR as text documents.

Embedded into each document was patient and provider data. Thus, the document became a ‘smart’ document – a portable and complete database record in and of itself.

When the EMR software ‘saw’ the document, it ‘saw’ all the information it needed to add the encounter into the database, almost as if the doctor typed it into the system manually.

Essentially, LRMC’s EMR became virtually ‘voice-activated’, enabling not only the inclusion of textual data, but discrete data as well. This was done well in advance of LRMC’s own internal timetable, so that when LRMC was ready to begin implementing this feature, it would be ready and waiting for them.

The EMR manufacturer was the incidental beneficiary of DocuMed’s solution, which added functionality and value to their EMR product. They now offer DocuMed’s data integration solution to their EMR clients!