Dr. Ali Saves 7 Minutes Per Patient Using Uprise in Her Vision Source Practice

Practice Background

Located in Austin, Texas, Ranch Road Vision Source, is a single-doctor optometric practice founded in 2016. With a team of four, Ranch Road Vision Source is committed to providing personalized eye care for their patients by utilizing cutting-edge technology and offering fashion-forward eyewear based on patient needs.

Why Dr. Ali Needed an EHR Change

Dr. Shazeen Ali started her optometry career by offering fill-in work for several optometric practices throughout the state of Texas. This opportunity gave her the chance to use many popular practice management and EHR solutions. When it came time for her to cold-start her practice in her hometown of Austin, Texas, Dr. Ali selected a popular server-based EHR due to her familiarity of it during her fill-in work.

However, shortly after implementing this solution into her practice, Dr. Ali noticed the practice management side of the solution wasn't meeting her staff's expectations. The constraints in the practice management solution lead to low staff satisfaction and barriers throughout a patient exam.

"Because my practice is small, my staff and I need to wear multiple hats to be effective. Inefficiencies in the practice management side of my previous solution lead to limitations that frustrated my staff and led to miscommunication that complicated the patient's exam," said Dr. Ali.

Solution

To provide efficient, quality care for her patients, Dr. Ali realized that she needed a practice management and EHR solution that met both her needs and her staff's needs. Dr. Ali quickly set out to find an easy to use software that would connect both sides of her practice with secure remote access, consistent structure, and an organized workflow to improve communication.

Previous Challenges:

- Inadequate practice management support

- Inconvenient remote access

- Inconsistent use across staff

Solutions Used:

- Uprise Practice Management and EHR

Results:

- Saves 5-7 minutes per exam

- Employee satisfaction and utilization of embedded tools

- Fast new hire onboarding

While attending Vision Source Exchange, Dr. Ali's husband and Office Manager ran across Uprise at the VisionWeb booth and noticed the clean, modern design. After viewing the solution and working with the Uprise team, Dr. Ali decided Uprise was the solution that would help take her practice to the next level.

"One of the biggest fears that I had when switching to Uprise was moving my data over and getting my team trained. Thankfully, the Uprise team provided training materials and guidance that made it easy for me and my team to learn the system," said Dr. Ali.

Results:

Dr. Ali and her practice have used Uprise since 2017 and have noticed improvements in both her practice and the software.

"Uprise has completely united my practice and provided one cohesive solution to navigate patients throughout the exam. Its user-friendly, intuitive design lets me train new employees to use the system effectively and confidently in under a day. And, because it's cloud-based, I was able to access the system securely and with ease while away from the office traveling in Europe," said Dr. Ali.

Dr. Ali and her team work in tandem leveraging Uprise's embedded tools like patient recall, code verification e-prescribing, patient education, and frames catalogs to streamline their patient workflow and improve patient satisfaction. Using the embedded recall system, Dr. Ali can get patients to review her practice and provide feedback. She also encourages her patients to use the provided patient portal to fill out pre-exam paperwork. Together, the features in Uprise have reduced patient exam times by five to seven minutes.

Since using Uprise, Dr. Ali has:

• Reduced patient exams by 5-7 minutes

• Trained new employees to master the solution in under one day

• Used embedded tools and cloud-based access to connect her entire practice

"What has been a huge help for me is the ability to automatically send notes that I make during the exam to my front desk at checkout. When a patient goes up front, my staff already has the information they need to print prescriptions, place orders, and pay invoices all on one tab. Additionally, being able to have patients fill out their paperwork before the exam has helped us cut five to seven minutes from the exam because their information is directly imported to the patient's profile and the EHR for me to quickly review."

**- Dr. Shazeen Ali
Ranch Road Vision Source**

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