

Westside Pediatrics provides four medical professionals to the Lake Saint Louis area, including three physicians and one nurse practitioner. Founded in 1984, the pediatrics practice sees approximately 75 patients a day, amounting to roughly 20,000 per year.



### The Situation

Today's successful medical practices are adapting to an electronic evolution in medicine. In an effort to streamline and organize information, a growing number of leading edge practices are proactively making the transition to Electronic Medical Records (EMR) or Electronic Health Records (EHR).

EMR/EHR technology provides numerous benefits to a modern medical practice, including increased availability of records and data, e-prescribing, refill automation, integrated insurance prescription eligibility, increased medical records security through role-based security permission and much more. EMR technology streamlines workflow processes, resulting in a more efficient practice and higher level patient care.

### The Client's Need

Through in-house research, Westside Pediatrics selected an EMR system. During the implementation process, it became clear the system was not the appropriate solution for the practice. After investing time and money in an unsuccessful system, the professionals at Westside Pediatrics sought an EMR that could be tailored to their specialty and practice. They also wanted a professional partner to aid in selecting the appropriate EMR, guide the implementation process, and provide in-house training for successful integration into the busy practice.

### How Ero Health Helped

Ero Health assisted Westside Pediatrics in implementing eClinicalWorks, a certified, award-winning EMR system that saves money, improves efficiency and enhances security while providing the best patient care possible. As an eClinicalWorks EMR and Practice Management systems Gold-partner, Ero Health has a 99% success rating in eClinicalWorks implementations as compared to a 27% industry-wide success rating for EHR implementations in general.

Ero Health provided technical services to implement eClinicalWorks. They identified hardware and network needs and facilitated updating the system accordingly. Utilizing their experience from other organizations, Ero Health was able to identify Westside Pediatrics' EMR needs and tailor the software. Ero Health provided initial onsite training to enable a smooth transition to the new EMR system. By assisting Westside Pediatrics in implementing eClinicalWorks, Ero Health improved workflow processes and increased office efficiency and profitability. After go-live, Ero Health provided continued Gold Support and additional onsite training sessions.

*"eClinicalWorks® has changed the way we practice medicine. We are now connected – from the front desk to the back office. Information is streamlined and accessible for staff and providers. Ero Health customized the system for our unique specialty and trained our staff for an easy transition."*

- Dr. Solanki, MD

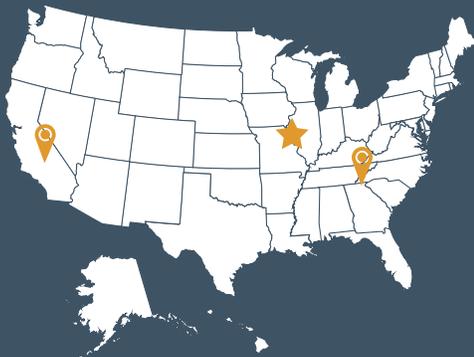
## About Ero Health

*Ero Health is the largest eClinicalWorks partner in North America that provides a full suite of digital health services to healthcare systems, clinics and physician practices. We can help you gain greater visibility to patient data, reduce overhead costs and improve patient and staff satisfaction by providing the most complete solution for optimizing your eClinicalWorks investment. Choose Ero Health and we will pick you up wherever you are on your eClinicalWorks journey and navigate you to achieve success.*

## Results

The eClinicalWorks implementation with Ero Health met and exceeded Westside Pediatrics' expectations. The Ero Health team was able to tailor the EMR system to meet the specific needs of the pediatrics specialty. Custom forms were created for vaccinations and other peds specific health needs, which in turn streamlined office workflow processes and ensured a high level of patient care. With a high patient volume, Westside Pediatrics saw an improved information flow within the practice.

Ongoing support from the Ero Health team enables the practice to focus on what they do best – patient care.



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