

# Customer PROFILE

## Specialty — Pediatrics

*Dr. Auren Weinberg Lower Bucks Pediatrics*

Dr. Auren Weinberg looks back in surprise how quickly time has passed by. It was in August of 2002 when he founded Lower Bucks Pediatrics in Yardley, PA. As a solo Pediatrician at the time, Dr. Weinberg founded his practice with the vision of being a leading medical provider in Bucks County committed to the best quality of care and superior customer service for his patients. Since that time, Lower Bucks Pediatrics has grown consistently. Dr. Weinberg states, "I've added an additional doctor to the practice approximately once each year to manage our steady growth."

With 7 doctors now on staff attending to a growing number of patients, Dr. Weinberg realized the need to improve office work flow to meet increased demands. "It was just over a year ago I decided to add the ChartMaker EMR system to my practice. We needed to solve the work flow problems created from managing a growing number of paper charts that were beginning to reduce productivity in our office. Two people needed to be hired just to pull charts and return them to storage when not being used plus managing messages from patients while passing charts back and forth was also a growing problem. Too much time was consumed in this process. It was time to introduce improved work flow processes to continue our growth".



*Lower Bucks Pediatrics*

After installation of ChartMaker, there was a period of time needed to manage this transition. "The initial change was challenging", recalls Dr. Weinberg. "It was a bit overwhelming at first. Tracking phone messages and patient notes in a different manner took some adjustment. Implementing the system in planned phases certainly helped with this process. After about four months, we gained our rhythm using ChartMaker to the point where we noticed a big improvement in our overall efficiency. We now have better access to our data because of the orderly manner in which ChartMaker displays information. I especially like the ability to log-in and access patient charts remotely. That was never an option before!"

Dr. Weinberg adds, "As a Pediatric office, plotting growth curves by hand inside a paper chart was a troublesome process prone to errors. But now, by plotting the growth curves within ChartMaker, we've reduced errors substantially while decreasing the amount of time needed to record this process.

"E- Prescribing also helps our practice a lot. The ability to check for interactions and dosage forms were helpful. We spend much less time answering calls from pharmacies for clarification. Parents especially like the convenience of having a prescription ready for them at the pharmacy when they arrive."



*Dr. Auren Weinberg*

Dr. Weinberg offers advice to other physicians thinking of adding ChartMaker to their practice: "The key to success in implementing an EMR system is to have a "Champion" at your office to lead the transition. A dedicated person on your staff should work closely with the training department to assist in managing the necessary template editing. There is much work involved but it is definitely worth the effort."

Contact Rob Farrow today  
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