

Throggs Neck Walk-In Medical Care:

Getting Rid of Paper in a Busy Urgent Care Practice



Practice Name

- Throggs Neck Walk-In Medical Care, PC
Bronx, NY

Organization Information

- 6 Providers
- 30 Staff
- 3 Locations
- 18,000 Annual Patient Visits

Challenges

- Lost paperwork
- Lacking record storage space
- Need to improve efficiency

Solutions

- OmniMD™ EHR
- OmniMD™ RCM
- Document Management
- Automated Faxing
- Document Indexing



“OmniMD™ helped our busy urgent care practice standardize the delivery of medical services and improve our documentation.”

Few medical practices are busier than a walk-in urgent care practice in the Bronx, the northernmost borough of New York City, with a population of more 1.4 million. Throggs Neck Walk-In Medical Care, PC, is open 7 days a week, with extended hours during the week, and has 3 locations in the Bronx. Their walk-in facilities provide comprehensive healthcare services for a wide range of medical conditions, for both insured and self-pay patients.

Throggs Neck Walk-In Medical Care, PC, is a classic urgent care practice, providing diagnostic tests and X-rays as well as non-emergency services without the lengthy wait and expense of an emergency room trip.

Challenges

With 18,000 patient visits per year and nearly 4,000 new patients each year, Throggs Neck Walk-In Medical Care, PC, was heavily burdened with paper medical records. “There was just too much paperwork,” said Jazmin Blanco, Office Manager. “Sometimes billing would get lost. Medical records took a long time to file. And we lacked storage for so many records.”

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Outcomes

- Smooth transition to Electronic Health Records (EHRs)
- Faster charting
- More efficient billing

Solutions

The practice decided to implement EHR and began investigating software. “The EHR system had to be user-friendly, and allow providers to go from screen to screen quickly,” Blanco said.

Throggs Neck Walk-In Medical Care, PC, chose OmniMD EHR™ from OmniMD™. “OmniMD™ made the transition to EHR simple and efficient for our busy walk-in practice,” Blanco said. “It’s easy to use and does what we need. OmniMD™ has helped our centers to standardize the delivery of medical services and improved our documentation. All in all, this system has positioned our practice to grow in the future.”

Solution Continued

The document management and indexing features of OmniMD™ EHR have helped Throggs Neck Walk-In Medical Care, PC, eliminate their paper problem. It also improved the practice’s efficiency and integrated smoothly with their billing.

“Overall, my experience with OmniMD™ has been positive,” Blanco said. “We have learned to use very effectively for our busy practice.”



Jazmin Blanco, Office Manager
Throggs Neck Walk-In Medical Care, PC