

## Client Quotes

### Smooth Implementations

*"The people involved with the implementation were great. Ralph, Rebecca, Susan and Mark, Patrick and Amber—I even remember all of their names. They were great and they had a great attitude."*

*Dr. Glenn Soppe, Primary Care Physician*

*"The Allscripts Academy was a very effective aid in training my nurses and reception staff."*

*Dr. Glenn Soppe, Primary Care Physician*

*"Our situation was unique in that we had zero. We had nothing. We didn't even get our Medicare number for four months. I needed the people I was working with to understand that. The response of the Allscripts team was: 'All right Mr. Moynihan, no problem.'"*

*Eugene Moynihan, West Coast Musculoskeletal*

*"When any problems came up, he (an Allscripts representative) worked with me until the issues were resolved. That was what I really needed to get the most out of MyWay."*

*Eugene Moynihan, West Coast Musculoskeletal*

*"When it comes to Allscripts, the people that are on it, are on it. They know their stuff."*

*Eugene Moynihan, West Coast Musculoskeletal*

### How Allscripts MyWay Helps Physicians Build Better Care

*"What struck me about Allscripts MyWay was the ease of use, and the non-template-driven way that it works."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"The technology works in the same flow as the way that you see a patient."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"The system is customized to what I do, how I see patients and how I like things."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"The non-templated approach is very helpful in that I can cover several chief complaints in one visit and not have to worry about jamming things in."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"I'm at a point where 10 months out I love it. I do believe that things are cleaner, more organized, and more accessible with the EHR."*

*Dr. Glenn Soppe, Primary Care Physician*

*"There are no longer any problems with anyone reading my handwriting. And everything is more precise. As a bonus, I get to look at all of my records from home and even ePrescribe."*

*Dr. Glenn Soppe, Primary Care Physician*

*"Overall, the way the system is designed—the flow of the thing—it's all really done well."*

*Dr. Glenn Soppe, Primary Care Physician*

*"We've found that MyWay sort of sucks you in—there's some real satisfaction to having your charts spiffed."*

*Dr. Glenn Soppe, Primary Care Physician*

*"Every detail is in there: every drug, every allergy, every bit of history. Somebody can go in and look at it and say 'Wow. Everything is in here. They really know this patient.' There's some satisfaction to that."*

*Dr. Glenn Soppe, Primary Care Physician*

*"I found that most systems are set up for a family physician. With Allscripts, I've been able to go through and get rid of the noise and clutter that I don't really need when I evaluate patients from the perspective of a surgical practice."*

*Dr. Kevin Purgiel, General Surgeon*

*"That's what's been nice—that I have been really able to modify my system so that it's exactly what I want it to be."*

*Dr. Kevin Purgiel, General Surgeon*

*"The system is a wonderful system."*

*Dr. Johnny Kaushal*

### Allscripts MyWay Puts More Time Back into a Physician's Day

*"As a solo practitioner, it's not like I can call the office and have somebody else do something. The ability to access all of my patient records at home means that I can stay fully engaged with my practice from anywhere."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"When I think Allscripts MyWay, I think ease of use and the ability to streamline my day."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"I'm done with my notes 15 minutes after my last patient leaves. This was a process that used to take up to an hour or two."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"The system has allowed me to be more efficient, to see more patients in a day, and not cut into my personal time. As a solo practitioner, it has made my quality of life better."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"At the end of the day, I might have 3 or 4 messages and a note to finish. Now I can go home and have dinner, then jump on the computer and finish it all at home. This is a nice luxury."*

*Dr. Glenn Soppe, Primary Care Physician*

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*"When I'm in-between procedures, I may have 30-40 minutes of downtime. MyWay has made me more efficient in using this time—in doing so it has made me appreciate my personal time a little bit more."*

*Dr. Kevin Purgiel, General Surgeon*

*"Neeta loves being able to access the system from home in order to wrap up her day and spend more time with our girls. And this system works on her schedule, not the other way around."*

*Dr. Johnny Kaushal*

### Allscripts MyWay Builds Efficiency

*"You're talking to someone who has two employees, and it (Allscripts MyWay) has allowed me to stay that way."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"I'm averaging 25-30 patients a day, and I haven't had to hire anybody to handle the increased workload."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"Now that we've gone through the transition, we have eliminated a significant amount of overtime. That's a big deal. With a small office, payroll and rent are your two biggest expenses."*

*Dr. Glenn Soppe, Primary Care Physician*

*"MyWay is everything all wrapped into one nice package. That's very unusual for this type of product."*

*Eugene Moynihan, West Coast Musculoskeletal*

*"The system mimics our paperwork exactly so that a new patient gets entered in quickly—we just click right down the list."*

*Eugene Moynihan, West Coast Musculoskeletal*

*"It's incredibly easy to navigate between all of the systems, from the person's appointment, to*

*patient demographics, to medical records, to the bill."*

*Eugene Moynihan, West Coast Musculoskeletal*

*"I'm functioning with one doctor and 3-1/2 employees and other doctors I know with the same amount of billings are at 7 employees. I do believe I'm saving money in that respect."*

*Eugene Moynihan, West Coast Musculoskeletal*

*"Wherever this is running, people will say 'this thing is awesome,' and we're still in the baby stages of it."*

*Eugene Moynihan, West Coast Musculoskeletal*

*"Five years from now, this thing will be so unbelievably fast...I believe in the product."*

*Eugene Moynihan, West Coast Musculoskeletal*

*"I don't find the paper charts to be long term. That era is done and gone."*

*Dr. Kevin Purgiel, General Surgeon*

*"The staff is very happy and a little bit amazed at the system."*

*Dr. Johnny Kaushal*

### Allscripts MyWay Delivers Cleaner Claims

*"I do feel that the PAs and I document better. If an insurance company sends a denial, my staff can just pull up the system and send off the notes without bothering me at all—that's a big plus for me."*

*Dr. Glenn Soppe, Primary Care Physician*

*"I feel better that our malpractice liability is less. That's a huge thing, and I sleep better at night because of it."*

*Dr. Glenn Soppe, Primary Care Physician*

*"I can answer questions such as 'Did the bill go out on time, did it get rejected, what is the status now and where do we stand?'"*

*Eugene Moynihan, West Coast Musculoskeletal*

*"And the way that things are now in the medical world, with so many billing issues and so much liability, you really have to have your I's dotted and your T's crossed. I think that an EHR is something that will help to make that happen."*

*Dr. Kevin Purgiel, General Surgeon*

*"Things go much, much faster. The claims and the receipt response from insurers are very fast. We're now normally receiving payment within 15-20 days."*

*Dr. Johnny Kaushal*

### How Allscripts MyWay Protects Critical Data

*"I know that having the data backed up in several different places definitely makes me much more comfortable, and I appreciate not having to do it myself."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

### Some Points of Pain with Competitor's Products

*"Our old vendor could not live up to what they promised, not only in the billing component, but in a lot of other areas such as the EHR and customer service. The EKG did not integrate the way that it was supposed to, and there were severe problems with technical support and getting things resolved."*

*Dr. Peter Forman, Primary Care Physician at Delmar Family Medicine*

*"Three or four years ago, I had looked at several EHRs and I just wasn't impressed that they had it figured out well enough yet. A little over a year ago, I decided to look at this again. My PAs were definitely on board as they had worked with EHR before and knew the value that it could deliver."*

*Dr. Glenn Soppe, Primary Care Physician*