

How Dr. Stanley Added \$21K a Month in Revenue Using Uprise



Practice Background

Located in Manhattan, Kansas, Eye Care Associates of Manhattan, PA is a single-doctor optometric practice founded in 1958 with 9 staff members. After taking over the practice in 2008, Dr. Matt Stanley concentrated on offering full-scope optometry services using state-of-the-art diagnostic technology in a comfortable environment.

Challenges:

- Completing a comprehensive, audit-proof chart took time away from patients
- Updating the system and accessing the information from home was complex and time consuming
- Training staff to use the existing EHR efficiently
- Managing third-party integrations was too costly

Solutions Used:

- Uprise Practice Management and EHR

Results:

- Added \$21k a month in revenue
- Reduced IT expenses
- Enhanced patient communication

Challenges

Focusing on building a modern practice, Dr. Stanley found that his current EHR looked and behaved more like a spreadsheet than a piece of modern technology. The amount of work that was required at the end of the day to complete a comprehensive chart that fulfilled insurance requirements and ensured detailed documentation of each patient's visit took up a large part of his time. At the end of each day, Dr. Stanley would spend an additional 30 minutes backing up the system to take a copy offsite with him.

Additionally, constantly having to move between screens and areas of the software to follow the patient's journey through the practice was cumbersome, and manually maintaining the third party solutions proved costly and error-prone. When there was a new update, Dr. Stanley would have to come in on his day off to install the changes on 14 computers and hope that it wouldn't break any of the integrations.

"There was a time a patient came in asking why we didn't remind him of his appointment. When we logged into the dashboard of the patient recall system we were using; we discovered that the third party program that ran in the background on our server and mined our database had stopped working a few weeks before. The lack of visibility into whether the integrations worked or not was frustrating because we were spending thousands of dollars piecemealing each solution together in-house and were relying on expensive IT help when we couldn't figure it out ourselves," said Dr. Matt Stanley.



Solution

Due to the proximity to a military base and a university, Dr. Stanley experiences a higher level of employee turnover than other optometric practices. He needed a solution that was not only visually appealing and easy-to-use, but also intuitive enough that upon giving new staff their credentials, the solution would guide the employee on what to do.

Additionally, the solution needed to be all-inclusive and eliminate the need to maintain third party integrations. Most importantly, the solution had to be cloud-based, so he could securely access charts at home and relieve him of the burden of managing constant back-ups and regular server maintenance, while spending time with his growing family.

After looking at a few cloud-based EHRs, Dr. Stanley selected Uprise by VisionWeb because of the clean user-interface, ease-of-use, cloud-based technology, and built-in integrations that allow users to do everything they need to do within one browser window.

Results

Since implementing Uprise in early 2016, Dr. Stanley has seen an increase in efficiency of chart documentation, improved employee onboarding and training with the system, and a reduction in IT costs.

“My staff and I can manage and track a patient’s journey from check-in through check-out all from one window, cutting down on having to learn multiple tools or memorize different logins. Because Uprise is an all-in-one solution, we don’t have to manage different invoices or worry about integrations working correctly. More importantly, we were able to add three more exam slots each day and add significant revenue potential,” said Dr. Matt Stanley.

Benefits Dr. Stanley has seen since using Uprise include:

- Improved workflow efficiency resulting in a \$21k increase in revenue from the ability to add an additional 3 exams slots per day
- Reduced IT expenses freeing up resources to build-up staff
- Enhanced communication with patients through embedded patient portal, patient education, patient recall, and other cloud-based solutions

“The Uprise Customer Support and Implementation Teams have always been accessible, responsive, and open throughout the entire process. I didn’t expect to feel and enjoy such a wonderful family-like vibe that I get from working with the people at VisionWeb. With my old system whenever I called tech support I was talking to a new person every time, and felt more like a number than a valued customer.”

- Dr. Matt Stanley
Eye Care Associates of
Manhattan, PA

