

CASE STUDY



Medicfusion
Electronic Health Records

What A Difference!

From terrible to terrific, **Goodwin Chiropractic** finds outstanding tech support with Medicfusion.

FED UP

Dr. Susan Goodwin's software vendor was driving her crazy with lengthy waits for tech support and even corrupted data. "I'd had enough and decided to go electronic." She looked at numerous vendors, discussed features, viewed demos and compared prices.

IMMEDIATE SUPPORT

Considering her past frustrations, it's no surprise that she went with Medicfusion. "Now I get support immediately online, anytime from anywhere," she says. "I don't have to wait, don't have to make a call. I just click on "Chat" and I'm talking with a tech. It's a very cool feature and was included in my EHR package."

SAVING MONEY

EHR with Medicfusion is also saving her money. "We've eliminated server back-up costs. I haven't bought paper for almost a year – no postage, no printing, no ink. Taken together, these incidental costs add up to significant savings."

TRAINING: A BUILT-IN BONUS

When she was considering an EHR provider, Dr. Goodwin says that pricing with Medicfusion was not an issue because the company offered so many value-added benefits. A big one for her practice is the video training and the one-on-one training. A staff member can watch a segment like Online Scheduling and be ready to go, saving Dr. Goodwin from having to constantly retrain people.

"Previously we had to pay for the training, but it's built-in with Medicfusion. I love that," she adds.

GOING ELECTRONIC

Goodwin Chiropractic converted to Medicfusion and became all-electronic in 2010. It has transformed the way the business operates. "I can run my practice from anywhere," she says, recalling a time when she was stuck in an airport for hours but kept working on her laptop just like she was at her desk. "My biller works 100 percent from home."

PATIENT APPROVAL

Going electronic is also appreciated by her patients. "They love it because they can do everything from home – schedule appointments, update their records and make payments. It also lets me easily communicate with them," she explains.



Owner & Provider

Dr. Susan Goodwin

Medicfusion Subscriber Since 2010

Practice Name

Goodwin Chiropractic Inc.
drsgoodwin.com

- 2 Staff Members
- 400 Patient visits/month

Location

Pleasant Hill, California

"Office efficiency has doubled with Medicfusion EHR. In fact, the accuracy and readability of our notes has more than doubled."

- Dr. Susan Goodwin



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