

CASE STUDY



Medicfusion
Electronic Health Records

The Attestation Challenge

A complex process made easier for this chiropractor.

"LET'S GET IT GOING"

Dr. Cynthia Riley pulls no punches when describing her first EHR system: "I hated it." But she kept looking for the right system for the practice she opened in 1993. "I said to myself, 'Everyone eventually has to do this, so let's get it going.'"

UNTANGLING ATTESTATION

The timing of her switch to Medicfusion EHR meant missing out on the first year of government incentives, but she was able to receive funds last year. "Medicfusion was extremely helpful during my Attestation process, working with me until I finished," she says, referring to the assistance she received from Medicfusion CEO Shayne Sundholm and Founder, Senior Advisor Dr. Dean Rottinghaus.

GOOD VIBRATIONS

That type of accessibility to Medicfusion's top executives left a strong impression on Dr. Riley. "In a world where there is less and less emphasis on quality service, Medicfusion is committed to delivering the best service and system possible while treating their clients with integrity."

FAVORITE FEATURES

Of course, as the doctor points out, good service alone won't suffice if the product isn't there. "Of the providers I looked at, their system was definitely one of the most efficient." Some features she finds particularly valuable in her practice include:

- **Transcription Library:** "This is terrific. You just click on one of the many phrases used in the chiropractic community. You don't have to type it out every time. That's a real time saver."
- **Patient Portal:** "This makes my life easier every day. When patients use the Portal to do their own paperwork, that means it's in the system, and I don't have to enter it."
- **SOAP Notes:** "Medicfusion lets you do your notes in such a way that they don't look canned like they do with other systems where you sometimes just check a box. That's canned to me," she explains.

NOTE-WORTHY

Once when she was working with a personal injury patient, Dr. Riley had to send her notes to the patient's attorney. "He sent me a letter back saying they were some of the best notes he'd ever seen."



Owner & Provider

Dr. Cynthia L. Riley

Medicfusion Subscriber Since 2012

Practice Name

New Bern Chiropractic Care
wevegoyourbacknb.com

• 275 Patient visits/month

Location

New Bern, North Carolina

"Not many companies have a CEO and Founder who are so easily accessible and willing to do so much for their clients."

- Dr. Cynthia Riley



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