

Dr. George Yu Leverages Integrated Solutions to Enable Patient-Centric Care

THE CHALLENGE

Hold on to what works best

Dr. George Yu had been practicing pulmonary medicine in a small group that varied between two to four pulmonologists for 32 years. Three years ago, he branched out to his own private practice that has a close relationship with a medical service organization (MSO) and a medical group comprised mostly of primary care providers.

Dr. Yu, his two medical assistants, and a part-time staff member were using the MSO's EHR, billing, and human resources systems, which were NextGen Healthcare solutions. When the MSO decided to change systems, Dr. Yu and his staff, who were both familiar and pleased with NextGen Enterprise EHR and NextGen Enterprise PM, did not like the idea of switching to another EHR.

THE SOLUTION

Taking NextGen Healthcare with him

"When I knew I would be going solo, I reached out to find a way to have my own account with NextGen Healthcare," said Dr. Yu. "It's a solution I plan to use until I retire."

Having worked with NextGen Healthcare solutions for at least seven years, Dr. Yu knew exactly what he wanted for his system. He worked with the implementation team to develop a workflow that featured built-in shortcuts and phases unique to his practice.

"The implementation was smooth, and I was impressed by the team's dedication," said Dr. Yu. "Every time I needed something done quickly, the answer to resolve the issue came back within hours."



CLIENT PROFILE

Dr. George Yu Pulmonologist

Location: Camarillo, CA

Overview: A single-specialty practice in general pulmonary medicine and sleep disorder treatment.

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Enterprise PM

HIGHLIGHTS



Ensured smooth implementation to meet needs of a solo practice



Provided patient with copies of notes and instructions after visits



Finished EHR tasks related to the patient's encounter before the patient left the office

THE RESULTS

Patient-centric care

Dr. Yu divides his time between his office, a hospital, and teaching at UCLA-VA Sleep Clinic. Whether he is speaking to patients, colleagues, or clinical fellows, he makes it a point to be consistent and clear. To uphold this commitment, he wanted an EHR that would enable him to communicate effectively with patients.

To ensure patients understand their care plans, Dr. Yu shares copies of the notes he entered into the EHR during their appointments.

“I want my patients to see my recommendations in print and also give them a chance to review what we have discussed before they walk out the door,” said Dr. Yu. “They can also use the notes as a reference if they have any questions.”

No loose ends

Dr. Yu doesn't lose sleep worrying about incomplete charts. The EHR enables him to finish each patient encounter before the end of the day without any loose ends. This is especially helpful when staff need to be aware of directions conveyed to the patient by the doctor. This solution helps prevent instructions and other important information from slipping through the cracks when the patient leaves the office.

For example, Dr. Yu enters a note in the EHR to follow up with a patient because of a possible COVID-19 infection. He asks the patient to get a nasopharyngeal swab and purchase an oximeter to check their oxygen at home. Through the EHR, the medical assistant sees the requests and ensures the patient has everything they need before leaving the office.

“I think the ability of NextGen Healthcare to enable me to share notes through the EHR is huge for my practice. I pride myself on being patient-centric, so if patients have a clear understanding of their treatment, I think the chances of them doing the right thing for themselves is better.”

Dr. George Yu
Pulmonologist

HOW CAN WE HELP YOU?

Partner with us at **855-510-6398** or **results@nextgen.com**.