



David Khorram, MD

Marianas Eye Institute, Saipan, Mariana Islands
A MaximEyes by First Insight Case Study

Overview

Profile

- Board certified ophthalmologist
- Listed in 'Guide to America's Top Ophthalmologists'
- College of Medicine nominee for the Robinson Humanitarian Award for work with the medically underserved rural populations
- Editor of TheRetinaBlog.com
- Medical Director of Center for Advanced Diabetic Eye Care
- International Member of the American Society of Retina Specialists
- Published numerous scientific articles in international journals

Business Challenge

To open a new practice that included an integrated EMR system in place from the start—one that would grow with business needs.

Business Solution

Chose maximEyes when practice opened in 1998 because of its affordability, ease of operation, and ability to integrate with scheduling and billing modules.

Value Justification

- Reduces exam time by entering patient information once—leads to seeing more patients and increased revenue
- HIPAA compliant e-claims are accurate, which means fewer denials
- Speeds up decision making process and helps provide better patient care



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Electronic Medical Records Software

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Using Advanced Technologies on a Tiny Remote Pacific Island



Dr. Khorram opened Marianas Eye Institute in 1998 in Saipan, Mariana Islands, which he shares with Mark Robertson, OD. Dr. Khorram knew he wanted to have an Electronic Medical Records system in place right from the start. After examining many options, he chose maximEyes in 1998 for several reasons: affordability, ease of function, and its ability to integrate with scheduling and billing modules. Most important, ongoing customer support and a commitment to keeping up with industry trends and compliancy issues were a key component to his decision to remain with maximEyes. We talked to Dr. Khorram and asked him a few questions about what he likes best about maximEyes.

When you opened your practice you felt strongly about having EMR, why was that?

I wanted my practice to be efficient and EMR is one of the best things you can do to achieve that goal. With maximEyes, we were able to start off as a paperless office, which means that our records are always available and legible. This is a huge advantage over having paper charts. I also believe that EMR is good for my patients. I can put my office space to better use for them.

How has maximEyes made a difference in your practice?

At the core of our technologies is our paperless computerized medical record system. MaximEyes allows us instant and secure access to information and test results throughout the office. With our electronic medical records, a patient's chart is never misplaced, records are always legible, and exams are more efficient. The benefits to our patients are more accurate and more efficient care.

How has maximEyes saved you time and money over the years?

An obvious time saver is that we never have to look for charts. We also use valuable office space for patient exams, which translates into seeing more patients per day. This is a much better use of our square footage as opposed to using it for storage space.

Another time saver is that with maximEyes we only need to enter patient information into the system once and it is always accessible from different terminals. It reduces exam time, allowing us to see more patients, and improves accuracy in the office.

“MaximEyes is affordable, integrates well with scheduling and billing modules, and is easy-to-use.”

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How effective is maximEyes with managing e-billing and expediting reimbursements?

This is one of the main reasons we chose maximEyes. For each patient we only need to enter insurance data once. When we are finished with the patient this information automatically gets moved to the correct location. From there we can create Superbills, HCFA's and other reports. Because we have this system in place, our collection time is much quicker.

Our HIPAA compliant e-claims are accurate which means we get fewer denials. MaximEyes uses a built-in check system to ensure that all required information is included before a claim is transmitted. We know at the end of the day when we transmit claims they will be accurate. E-billing expedites our reimbursements and eliminates lost charges.

What do you like best about built-in equipment integrations?

One of the best things about our equipment integrations is how quickly we can pull up test results. Having these results available at any terminal in the office does a couple of things.

First, it eliminates the need to re-enter patient demographics. Second, it allows me to see images and test results quickly, which speeds up my decision making process and helps me provide better patient care.

Many visitors to our office are surprised to find such cutting-edge technologies on a tiny remote Pacific island. But those who know our high standards aren't surprised at all. Marianas Eye Institute has been hailed as one of regions most advanced eye care offices. We constantly add cutting edge technologies as they emerge, and maximEyes is a huge part of the ongoing process. ■