

Chesapeake Urology, a growing urology organization, finds both excellence and support with Veradigm

Chesapeake Urology is the largest urology practice in Maryland and the Mid-Atlantic region, providing a comprehensive array of urologic services to patients.

Providing an integrated approach to urologic care, Chesapeake Urology provides patients with access to super specialists, a comprehensive support team of healthcare professionals, innovative diagnostic tools, highly advanced treatments and therapies, and access to the latest clinical trials.

Growing in Excellence

Starting as small practice years ago primarily in Maryland, Chesapeake Urology has grown to over 111 physicians, 34 mid-level providers, and 28 locations across the Mid-Atlantic region.

Chesapeake Urology works to make sure every patient has the best experience possible, and this mission drives the organization in all that they do. Through this mindset, the group aims to make a difference in the lives of patients and exceed their expectations. Their vision and commitment are to provide accessible, high-quality, and cost-effective treatment.

One of the unique benefits of growing a healthcare organization like Chesapeake Urology is the addition of new practices and the ability to evaluate a variety of technology solutions along the way. As new practices have joined the organization, each of those practices has brought along their initial EHR solutions. This has allowed the team to have the unique experience of seeing the inner workings of quite a few different EHRs. As a result, certain features, services, and products have really stood out over the years and made an impression. Veradigm's suite of easy-to-use healthcare provider solutions is known to Chesapeake for being the top solution that is integral to their path to excellence.

Veradigm delivers actionable insights that can be used to help drive improved outcomes, reduce patients' out-of-pocket costs, and enhance patient understanding of their disease state and medication therapy.

CLIENT PROFILE

Chesapeake UROLOGY

CLIENT PROFILE

- Chesapeake Urology
- Baltimore, Maryland, U.S.A.

OVERVIEW

- 111 physicians
- 34 mid-levels
- 28 locations
- Mix of Urology Practices and Ambulatory Surgical Centers

VERADIGM SOLUTIONS

- Veradigm® Practice Management
- Veradigm® EHR
- Veradigm® FollowMyHealth
- Veradigm® Payerpath
- Veradigm® EPCS

CHALLENGE

- Chesapeake Urology seeks assistance to grow their association and streamline their solutions

SOLUTION

- Veradigm delivers services and solutions that meet the unique needs of urology practices

OUTCOMES

- With Veradigm, Chesapeake Urology has a vendor that listens to the specific needs of a urology practice and supports good health outcomes along with high patient satisfaction.

Migration Matters

Today's medical practices face numerous challenges on top of the everyday issues involved in providing health care, such as rising costs, changing regulations, staffing shortages, and provider burnout. Add to these the additional issues involved in running a specialized urology practice, and it becomes even more critical to select electronic health record (EHR) software tailored to meet urology-specific needs.

As with any growing organization, one crucial step in the growth process is to streamline solutions to ensure success. Christy Oxenrider, Clinical Systems Manager of Chesapeake Urology, is tasked with ensuring a smooth transition and continued clinical success for each of Chesapeake's practices and surgical centers. Having served as an integral part of the Chesapeake Urology transition and growth team, Christy knows firsthand the benefits of having an exceptional EHR and easy migration to establish a great start for each new practice.

Christy noted how Veradigm set themselves apart in a recent transition, "With Veradigm, Chesapeake values both the consistency of the team and the solutions. Migrating a practice to a new EHR is often a high-stress process, with Veradigm that burden is lifted." Veradigm consistently showcases:

- Open communication,
- Dedicated support professionals who know the unique practice needs,
- Workflow efficiencies, and
- Innovation that meets the need of providers.

Veradigm suite of solutions helped Chesapeake Urology to:

- Reduce the administrative burden associated with ever-changing regulatory and reimbursement requirements
- Improve practice financial performance and take advantage of the benefits of health information technology innovations
- Enhance patient satisfaction by reducing high costs and long wait times common to many prescriptions with price transparency
- Get patients all their specialty medications faster and more easily

Not only did Veradigm EHR make the migration to a new EHR smooth for Chesapeake's newest practice, but it also supported the staff with intuitive workflows, minimized down time, a clean system with zero duplication of data, and allowed all parties to maintain their focus on what is important, their patients.

Training and Beyond

In addition to Veradigm's vast suite of solutions, Veradigm also supports continuous growth by providing ongoing education which goes hand in hand with Chesapeake's vision.

Chesapeake Urology prides itself on not only being the best for their patients but also for the physicians and staff. This means continually evaluating the day to day needs of providing exceptional care as well as taking system utilization to the highest levels. Through a culture of continuous learning as well as employing the train the trainer model Chesapeake Urology can achieve high system utilization and increased efficiency throughout their organization. "With optimized system utilization, we have seen the rewards from using the Veradigm Network solutions multiply at Chesapeake Urology. More efficient workflows have led to cost savings, reduced administrative burden, and consistent regulatory compliance," shared Christy. Hand in hand with system utilization is system efficiency, and this also extends to specific solutions that lessen the daily burdens of providers including the use of Dragon Medical One, a Veradigm Connect partner, for dictation. "It's a complete show stopper, not to mention a huge cost saver. Dragon has really taken documentation to the next level by allowing people to carry their sessions wherever they want," exclaimed Christy. The results of both utilization and efficiency ultimately go on to help to support better patient outcomes and higher patient satisfaction.

While providers must focus on cost savings and efficiencies for their practices in today's healthcare market, it is also crucial to pass on those savings and efficiencies to patients whenever possible. Chesapeake Urology found just that solution for its patients within Veradigm's Ambulatory Suite with RxTrueprice. Through the use of price transparency, providers and patients can select prescriptions that meet the needs of the patients both financially, physically and geographically. "We are able to let patients know upfront what costs with coupons can be at various pharmacy locations, and then that way the patient can make a decision in the office versus going to the pharmacy see in the sticker price then saying I'm not getting it," explained Christy. This synergy enables Chesapeake Urology to help ensure the patients get the prescriptions they need at the best possible prices and in the long run allows the patient population to maintain the best health possible.

Support and Solutions

Navigating challenges and preparing for the unexpected is familiar to today's healthcare providers, and it is even more important to have a support team at your fingertips.

When a healthcare organization selects a technology, they must also consider not only the immediate practice needs, but also the long-term requirements of supporting their new solution. This can come in many forms including software updates, user support, ongoing training, and even industry compliance. Veradigm experts are available to guide users from the initial import of patient information all the way to the day to day needs of a busy practice.

"Our team works around the clock, and we were pleasantly surprised to find that Veradigm also provides the times and level of support that truly meets our unique needs," shared Christy. The Veradigm Network provides Chesapeake Urology with many avenues to request support including an active client forum to work with peers, a very responsive dedicated support team, and a robust user system.

The needs of any healthcare practice can be 24 hours a day and 7 days a week. Chesapeake Urology is no different. When asked about a recent challenge her team faced Christy shared her support experience, "When an issue does arise, we don't feel alone in our quest for answers. Not only can I pick up the phone for support, but I can also

utilize the client forum to see how our peers are addressing unique situations. I have challenges addressed within hours with Veradigm. Veradigm feels like a team member, not just a help desk."

Since partnering with Veradigm, Chesapeake Urology has chosen time and time again to utilize solutions from the Veradigm Network. Whether onboarding a new practice, experiencing an invigorating Veradigm User conference, having a support need resolved, or seeking a solution for the specific needs of a urology practice, Chesapeake Urology has experienced excellence from the Veradigm Network. Chesapeake Urology saved time by eliminating duplicate data entry for 18 data elements withing Veradigm EHR.*

*Internal data on file 06/2019.



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