

Dr. Gregory Greco Saves Time and Gains Efficiency by Switching to ModMed® Plastic Surgery



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— GREGORY A. GRECO, DO, FACS

BACKGROUND

Dr. Gregory A. Greco is a dual board-certified plastic surgeon specializing in full body cosmetic surgery and breast reconstruction. He opened his practice, Monmouth Plastic Surgery, over 20 years ago and has offices in Red Bank, New Jersey and New York City.

Dr. Greco was using a popular general EHR and Practice Management system that was cumbersome and often required duplicate work for his staff. He sought something more efficient that offered a user-friendly patient portal and more streamlined front office capabilities. After researching numerous systems, Dr. Greco selected EMA®, the award-winning* plastic surgery EHR system, Practice Management (PM) system, Inventory Management and Patient Engagement tools from ModMed.

Dr. Greco shares why he selected ModMed Plastic Surgery, and how the all-in-one software continues to benefit his practice and his patients.

KEY BENEFITS EXPERIENCED

Improved office communication

Streamlined patient check-in

Saved hours with Patient Reminders

Gained portability and ePrescribing capabilities

WHY MODMED?

I was introduced to ModMed by Dr. Andrew Rosenthal, the Medical Director of Plastic Surgery and practicing plastic surgeon who helps program the software. I looked at several EHR systems over the years and what stood out about EMA is that it is an easy-to-navigate, plastic-surgery specific application that is iPad compatible. The portability of the cloud-based platform and the ability to easily ePrescribe have been the biggest benefits.

Switching to a new system can be daunting, however, the support we received from ModMed was wonderful. Their constant communication via email, phone, virtual training sessions and onsite support made the transition easier than expected. The learning curve was also quick because the all-in-one plastic surgery software is easy to use.

SEAMLESS COMMUNICATION TOOLS

Since implementing ModMed Plastic Surgery, without a doubt we've streamlined our workflow to something that's very navigable by all employees, making office communication seamless. We are now completely paperless, unlike with our previous system.

With ModMed Kiosk, we can hand the patient an iPad at check-in which facilitates the intake and registration process, and saves time. This reduces the patient's time spent filling out forms and manual data entry for the front desk. By utilizing Office Flow in EMA, the clinical staff and I can see when the patient checked-in, what room they are in and when they are ready to be seen right from the iPad.

I utilize a scribe who documents the majority of my notes. Then, I can review, add information, finalize the note and the charges appear instantly in the PM system so we can collect payment at checkout. My staff can also easily see when the patient needs to schedule a follow-up appointment.

My staff love using IntraMail to easily communicate with each other and receive fax alerts that automatically become available in the patient's chart. They can add attachments to visit notes and fax these documents with ease.

The quoting tool has also been a real benefit because now we have standardization. Patient quotes can include charges related to CPT codes, custom codes, product and inventory. We can enter surgery, corresponding payment and disclaimers on every sheet. It's very neat, efficient and easy to use.

TIME SAVING FEATURES

Per my staff, "the billing through ModMed is an amazing gift. It's much more seamless compared to our previous system." The automated Patient Reminders are also terrific, saving my staff several hours per week, which enables them to be more productive in other aspects of our office operations.

Prior to Patient Reminders, they were emailing and calling each patient, which was a huge part of their day. Now, they can go into the patient's chart to see if they confirmed the appointment. We can then anticipate if they are coming or not. We can also easily run reports to show who canceled so we can reschedule those patients and try to fill their appointment slot. This feature has added a great deal of efficiency and saved hours of time.

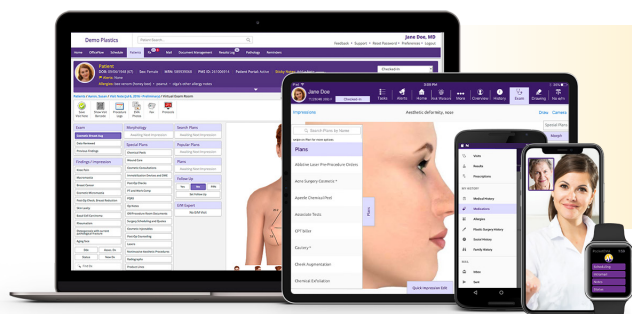
Another time saving feature is the Patient Portal. Patients can fill out intake information and sign surgery consents prior to arrival, which saves time at the office. Patients can take the time to really read the information at home and not feel rushed. It's very self explanatory and easy for patients to use. Our old system's portal was a nightmare, so this has been a huge benefit.

OUTSTANDING SUPPORT

The support is what really sets ModMed apart from other companies I've worked with. Switching technology systems can be a difficult transition. With ModMed, we were never left alone. We had constant communication to help ensure that our transition experience was as smooth and painless as possible.

The ModMed team listens and takes into account the feedback and suggestions we provide. There were product enhancements that were made based on observations and incompatibilities that we had found related to the billing of cosmetic surgery visits. Those issues were fixed and that is a great example of the ModMed team working with us to problem solve. We can easily communicate with them and they are always responsive. The outstanding support we received during our onboarding process continues to carry through to today.

Disclaimer: The statements and conclusions contained herein reflect the opinions of Dr. Gregory Greco and not those of ModMed. ModMed makes no representations or warranties as to the accuracy of any such information.



To learn more about the products Dr. Gregory Greco discussed, please request a demo at modmed.com/plastic-surgery or call 561.235.7504