

Vascular Surgeon Uses PrimeSUITE to Expand Practice, Have More Time with Family

Challenge

Kamran Goudarzi, MD, and his brother have a thriving vein and laser center based in Wilmington, NC. In fact, patients are coming from such a large area that the doctors are planning to add up to 10 regional clinics to bring services closer to their patients.



The challenge was how to coordinate care across multiple facilities with an electronic records system they were unhappy with...one that wouldn't meet meaningful use requirements and support the practice's phenomenal growth. Also, "Dr. Kamran" didn't want to return to the early days of his career, when he often didn't see his family for days due to the non-stop workload.

Solution

After a thoughtful, year-plus search that involved the Drs. Goudarzi, their entire staff and an IT expert, they found what he calls "an ideal solution" in PrimeSUITE® — Greenway's single-platform, fully integrated electronic health record (EHR), practice management and interoperability solution.

Results

More patients, better care — PrimeSUITE not only makes it possible to see about 70 patients a day, but to more effectively care for patients after office hours. "I have an extremely busy practice, so about the only time I can spend in the office seeing patients is on Tuesdays. I couldn't manage that without PrimeSUITE. And when I'm home, it's just so quick and easy to log on, do my work and send messages to my staff.

"Then if a patient calls me at 3 a.m., I can look up his entire medical record...medications, surgeries, etc.," Dr. Goudarzi continued. "It even includes the patient's picture. I just didn't have any of this with my other systems."

Financial gains — Because PrimeSUITE improves documentation, the practice's revenue has grown by 20 to 30 percent. "As doctors, we may spend hours with a patient and then only write one line. But we're paid based on what we document. So with PrimeSUITE I can better document what I've done. That's definitely helped out from a financial perspective.

"My insurance clerk loves it because as soon as I'm finished with a surgery, he already has the codes he needs and can be billing insurance," Dr. Goudarzi continued. "Since I'm only in the office one day a week, previously he had a hard time chasing me down for what he needed. Now it's no problem."

"PrimeSUITE is very close to perfection."



Dr. Kamran Goudarzi and his brother Dr. Hormoze Goudarzi are on the cutting edge of technology with their laser vein surgery practice, the **Vein and Laser Center of Wilmington**. Serving thousands of patients throughout the greater Wilmington, NC area, in addition to Scarless Laser Vein Care they also specialize in treating heartburn/GERD as well as performing general surgery using the latest in laparoscopy, endoscopy and colonoscopy techniques.

www.veinandlasercenterofwilmington.com

Practice expansion — Plans continue to move forward to open the regional offices. “My mid-level providers can be in these offices, doing initial patient interviews. I’ll be able to see video images, and even have a patient consultation online. It would be impossible (to expand) without PrimeSUITE.”

Quality of life — “I have a very young family, and PrimeSUITE gives me more time with my wife and children. When I first went into practice, there were times I didn’t see my young daughter for three days in a row; my wife had to bring her to the hospital so we could spend time together. Half of the time she didn’t recognize me. Now, I can go home and have dinner with my family, the children go to bed, and then I can get on my computer if needed.”

Dr. Goudarzi noted that “As physicians, we must realize that while we have responsibilities towards our patients, we have a much larger responsibility to our family. As a parent, you need to be there; these are moments we can’t bring back. This technology has enabled me to spend a lot more time with my family.”

Ease of use — “Unfortunately, I’m from a generation that never learned how to type,” Dr. Goudarzi said. “So for somebody who doesn’t type and essentially has been computer-illiterate to be able to turn a computer on and use it to see 70 patients a day, that’s considered ease of use by anyone’s definition.”

Embracing technology and change — To his colleagues not yet using electronic records and other advanced information solutions such as Greenway’s, Dr. Goudarzi says it shouldn’t be viewed as an enemy. “Technology is there to help us to do things better, easier and more efficiently. I’ve come to think of it as a great thing. Greenway has been a great thing too, because they’ve made it so much easier.”

Support critical to success — Along with an intuitive, easy-to-use system, Dr. Goudarzi said that Greenway’s training and customer support have been critical to the practice’s success. “It’s all been wonderful. Support, teaching...everything has been very good. I’ve been very pleased.”

Constant innovation through customer input — While any system requires continued enhancement, Dr. Goudarzi says PrimeSUITE “is very close to perfection. And if something isn’t working the way we think it should, they listen and it doesn’t take long before they try to correct and improve it. They’re always ahead of the game.”

Dr. Goudarzi said he’s found the system for the rest of his career. “I promised my wife that whatever solution I picked this time I would stay with until the day I retired. I feel Greenway will be a great partner until that day.”

For More Information

For details about how Dr. Goudarzi and other Greenway customers are utilizing our solutions to coordinate and improve cost-effective care, visit www.meetgreenway.com, see our main website at www.greenwaymedical.com or email us at info@greenwaymedical.com.

Key benefits/outcomes

- Supports practice expansion to multiple area clinics
- 20 to 30% revenue increase
- Improved documentation, quality of care and timely response to patient needs
- Improved physician work-life balance

Greenway solutions featured

PrimeSUITE

“From being computer-illiterate to using a computer to see 70 patients a day, that’s ease of use by anyone’s definition.”

Kamran Goudarzi, MD
Vein and Laser Center of Wilmington
Wilmington, NC
