



It's Time for a Change

After months of research and comparison of systems, we are finally making the move to Electronic Medical Records. For those of you familiar with medical software systems, we've chosen Greenway Medical as our vendor. The conversion process will happen in two stages:

Stage One: Practice Management

Our Front Desk, Scheduling and Billing will “go live” on the new system the week of April 7th. Current demographic and scheduling information will be electronically transferred to the new system, however, to ensure we start with clean and accurate information, you will be asked to complete new registration forms for your children and present a copy of your insurance card. The flow of our front desk will change somewhat. We will need registration forms completed before your child can be taken back to see your provider. You will be asked to come in early for your appointment to accommodate this. We may also ask for information when you are scheduling an appointment or speaking with a nurse. We ask for your patience and cooperation during the transition.

Account balances from our current system will NOT be transferred to the new Greenway system. Our billing department will continue to work accounts in the current system until paid in full. If you have a current balance and incur a new charge on April 7th or after, you will receive two separate statements from us. The colors will be slightly different and you will see a small “G” in the lower left hand corner of the new statement. Again, we ask for patience and understanding as our front desk and billing staff learn the new system.

Stage Two: Clinical/Medical Records

We'll start the process of converting paper charts to electronic records in our "go live" week of May 19th. For the first couple of weeks, we'll continue to maintain paper charts on some patients to give the providers some time to adjust to the change. The providers will be using laptops in the exam rooms. Medical Assistants and Nurses will be documenting on tablets. All outside labs, orders and prescriptions will be placed electronically. Eventually, we will initiate the Patient Portal where you'll have access to your child's information, lab results, account information and be able to complete forms, request appointments, pay bills and update information.

We are very excited about this change! There will be some kinks and bumps but we will work them out. The change to electronic records will be a huge benefit to you as it will help streamline both your child's health information and communication with our practice.

We have an awesome group of families in our practice! We thank you for your support and for being a part of Northeast Pediatrics!

