Advanced MD vs. Praxis

Practice Management Software Interview

Coastal Carolina Community College

Medical Office Simulation OST 243-81

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<u>Abstract</u>

On Wednesday, March 13, I had the pleasure of sitting down with Monique of Mid Atlantic Neurology to discuss the software the office uses for their practice management. Monique runs the front desk area which requires her to use both of the systems that are in use for the office, Praxis™ and Advanced MD™. The following interview discusses some of the pros and cons of each of the systems, as Monique sees them and some of my own views from independent research.

Contact information of the Interviewee

Monique

Mid Atlantic Neurology

Address: 227 Memorial Dr

    Jacksonville, NC 28546-6333

Telephone: (910) 353-3624

Prepared Questions

1. How long has the office been using each of these systems?

2. What are your thoughts on each of these systems?

3. Why did the office choose to use each system?

4. Why did the office choose to use two separate systems?

5. What are the main differences you see in the two systems?

6. Does your office have the capability to be connected with other offices or hospitals by using either of these systems?

7. Do you find the ability to be connected via the systems beneficial?

8. Are the systems user friendly?

9. Do you have any recommendations for improvement on either of the systems?

10. The Advanced MD system offers practices the ability to use IPODS for direct input by the physicians and nurses from the exam rooms. Is this feature used in this office?

11. How well do the two systems allow for easy communication with the particular health insurance plans the practice is participating with?

12. Do both systems have good technical support?

13. What kind of security precautions are taken by the office?

14. Does the office use the Health Maintenance health watch reminder option that is offered by Advanced MD?

Background

Praxis™ and Advanced MD™ are both versions of practice management software that are currently available to help health care practices run their day-to-day business. Practice management software is very helpful and can help with every aspect of a physician's office from housing all the demographic information of the patients seen, to storing all medical records and submitting claims to insurance companies. It depends completely on the needs of the individual practice and the comfort level of the staff as to what program would best suit the needs and how much of that program to use. As I learned during my research and interview process just because a practice uses a particular program or system does not mean that all of the offerings of that

system will be used or, for that matter useful for the practice.

The Interviewee

I have had the pleasure of doing business with Monique for a couple years. She has been the

front desk clerk for Mid Atlantic Neurology since the beginning of 2011. During one of the

many times I have been in the office I mentioned to Monique that I was in my final

semester at Coastal and had a project that would require me to interview someone in a

physician's office about the practice management software that was in use. Monique was more

than happy to help me with this project and graciously worked out a time in her busy daily

routine to allow me to spend some time with her.

The Interview

How long has the office been using each of these systems?

> Advanced MD was in use when I came on board. I am not sure how long they were using
>
> it before I got here. Praxis did not come in until about a year ago.

What are your thoughts on each of these systems?

I really like Advanced MD, it is very user friendly, everything I need is all on one tab. Praxis is just too complicated and it seems like it always goes down. We don't really have that problem with Advanced MD.

Why did the office choose to use each system?

I really don't know why they started with Advanced MD. We got Praxis because the doctor was convinced by the IT area that it would be better. When I first started, we used Advanced MD for everything, and then when Praxis was brought in we went to using it for all but housing patient demographic, insurance, and ID information. The billing department still uses Advanced MD for that part of things and I get a lot of phone calls from them because something did not transfer correctly over to their system from Praxis and they can't get everything they need to submit a claim.

What are the main differences you see in the two systems?

For me the biggest difference is in how easy Advanced MD is, compared to Praxis. I feel like I waste a lot of time clicking in Praxis.

Does your office have the capability to be connected with other offices or hospitals by using either of these systems?

We are supposed to with Praxis and at one time when we only used Advanced MD did have. We send and receive a lot of information between our office and the sleep center, before it was simple, it could be scanned, and we got it right away and could easily read it. Now, with Praxis we have to rely on faxes, it seems to take longer to get our results, and we usually have to request second copies to make sure we can read them because

Praxis just doesn't communicate well enough with the other systems to get it scanned directly to the patient's chart.

Do you find the ability to be connected via the systems beneficial?

When we had the ability to have the test results scanned directly to our patient's charts it was very beneficial. I really wish we had this back.

Are the systems user friendly?

Advanced MD is more user friendly. The support that we get is better in my opinion as well. If we need something with Praxis, our only option is by telephone and for the technician to take control of our computer to fix it. With Advanced MD, there is a field rep that comes out and is able to look at what is happening in real time. This usually means the issue is taken care of the first time and it is shorter down time.

Do you have any recommendations for improvement on either of the systems?

The only recommendation for Advanced MD is to be able to use it for everything again. If Praxis could communicate with the Advanced MD software better that would help a lot of things.

The Advanced MD system offers practices the ability to use IPODS for direct input by the physicians and nurses from the exam rooms. Is this feature used in this office?

Since we only use the Advanced MD for demographic and billing, this part is not used. I am sure our billers would like it if it was though. I bet it would make reading the charts a lot easier if the doctor could type it out instead of write it.

How well do the two systems allow for easy communication with the particular health insurance plans the practice is participating with?

I don't really have anything to do with that part of it, except for when the billing office has to call us to verify some information because there was a communication glitch between the two systems. So I am not real sure how to answer this one, except that I have talked to the billing office more in the last year since we got Praxis then before we had it.

Do both systems have good technical support?

They both have support. Advanced MD has field reps that come out if you have any issues. We rarely have to call them out though. Praxis is done over the phone and the computer. I was not here when Advanced MD was first integrated into the office, however, when I came on board the field rep came by and gave me a tutorial on the system that was really nice. It meant that training me did not have to be a burden on anyone else in the office. When we brought Praxis into the office, we all had a 3-day hands on training session but when the trainer left none of us felt like we could really work the system on our own. We are still learning every day.

What kind of security precautions are taken by the office?

We use online backup and everyone in the office has their own login credentials.

Does the office use the Health Maintenance health watch reminder option that is offered by Advanced MD?

I really do want to go back to using only the Advanced MD. I would definitely take

advantage of that. I am the one that has to do all the reminders, that would be great to

have.

<u>Reflection</u>

I had a great conversation with Monique. She was definitely biased toward the Advanced MD

Software as noted in the answers to the questions above. I can't say that I really blame her. I

have done some independent research on the two systems. A practice with Advanced MD really

truly does have the world at their fingertips. From the time a new or established patient calls to

make an appointment until the payment is received and posted to the patient's account and

beyond Advanced MD is there with helpful tools to ensure a smooth running practice and the all-

important revenue management. Advanced MD has the ability to give analysis reports for all

aspects of the practice, the reports can be broken down by patient demographics, insurance plans,

the servicing physician, the disease treated. The last one I think is wonderful tool for a

multispecialty practice to be able to get a good handle on the supplies and resources that may be

needed for the practice. Praxis offers the majority of these same options and benefits, some of the

reporting aspects are different such as how far the breakdowns can go. However, if the

system is not user friendly then it is not a benefit.

Reference

http://www.praxismedical.net/index.php

http://www.advancedmd.com/