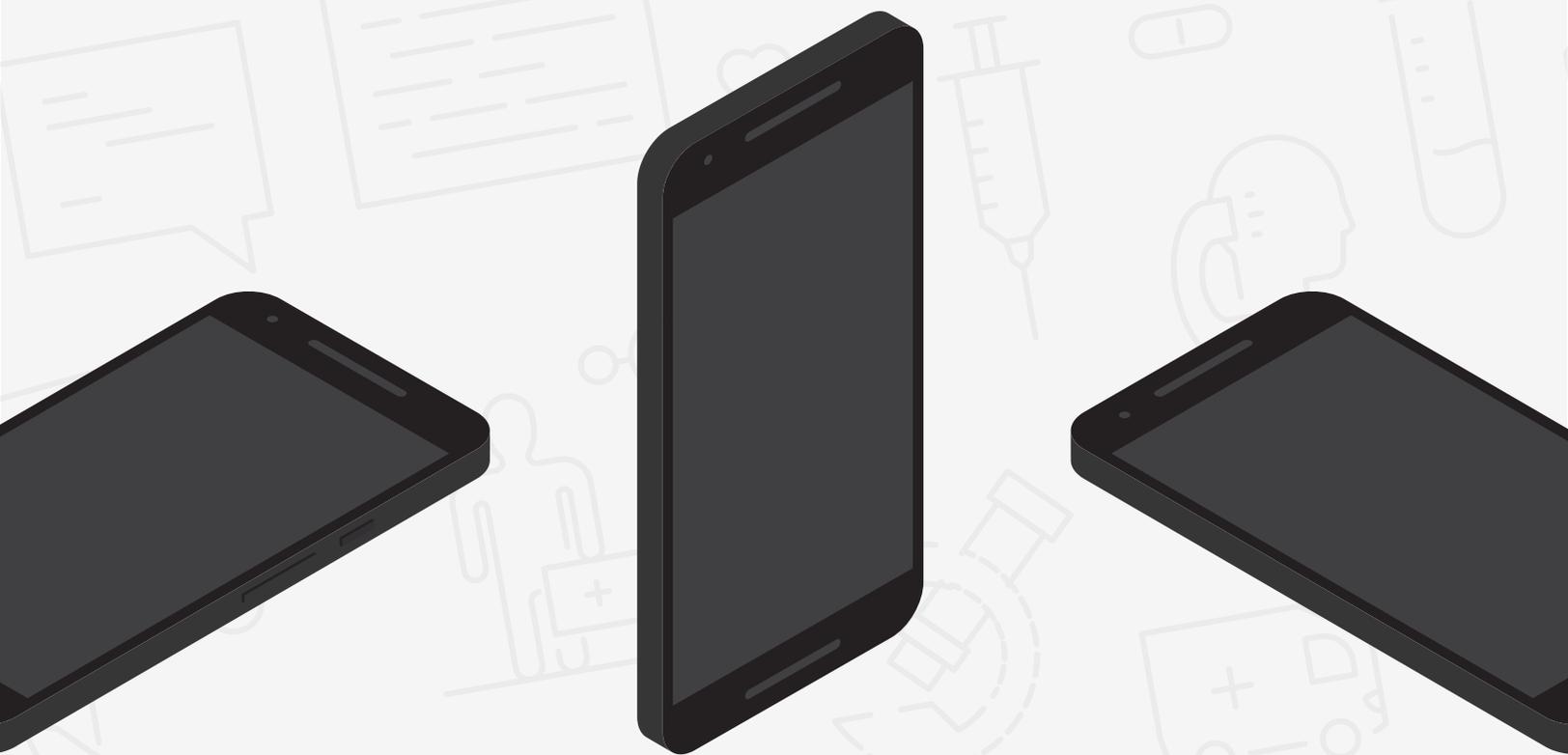


Why Your Practice Should Be Using a Mobile EHR App





The emergence of mobile devices as “medical tools” has created tremendous opportunities for healthcare providers. Initially, many doctors were hesitant to switch from paper to electronic health records (EHRs). Now the idea of accessing health records using devices ranging from tablets and smartphones to watches is nearly irresistible. According to Becker’s Healthcare, 91% of physicians say they are interested in mobile EHR systems.

Providers are challenged with providing personalized care to patients while also performing the mundane but necessary task of EHR data entry. On average, a doctor is allocated 15 minutes per patient appointment, with nearly half that time spent focusing on the computer screen, and not the patient. Practices using traditional point-and-click EHRs lose about 3 minutes per patient, which can translate to over 4 hours per week. How can healthcare providers manage patient information while ensuring their patients are satisfied?

This eBook will outline why mobile EHR apps present an enormous opportunity to improve your practice’s efficiency, increase patient satisfaction and retention, all while supporting key financial performance indicators.

 **Efficiency**

Many of your patients are most likely using mobile devices to improve efficiency in several areas of their own lives. Think about everything you do from mobile banking to ordering your groceries or just checking your email on the go. Your medical practice can achieve the same level of efficiency while managing patient health information.

Medical scribes can be helpful to reduce workload but adding an additional person in the exam room can create an awkward experience for all parties involved not to mention they add an additional expense to an already expensive problem. Healthcare providers are often forced to spend most of the appointment time entering data into the computer, making the visit less personal, or spend hours at the end of the day entering data in the system, with the risk of missing important information provided during the visit. The portability of mobile EHR apps means that physicians can step away from the screen and communicate effectively while spending face-to-face time with their patients.

Our current clients are seeing a 33% average productivity increase.

With mobile EHR apps, doctors can make their entire practice more efficient, even while away from the office. Taking calls and making important patient care decisions after hours can be challenging if patient information is available only at your office. What happens if a provider performs work off-site through a clinic or another location that is not their primary practice facility? Mobile devices simplify the process by providing access to your patients' information anytime and anywhere. By enabling your patients to access their health information, you encourage patient engagement with their own healthcare which can often lead to better health results. Patients can request refills, update medication and past medical history information, and communicate with their providers using their mobile device.



Patient Retention



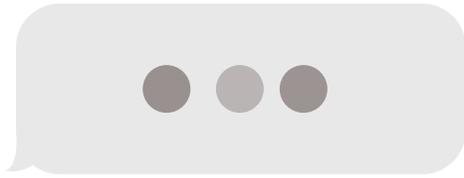
Patients find it very frustrating when their doctors are distracted. Mobile EHR apps help to eliminate the physical barrier between the physician and patient while giving providers a means to comply with their intended EHR use. A pleasant patient visit leads to a higher chance of patient retention or referrals, which ultimately impacts revenue growth. Customer satisfaction is key to keeping old patients and attracting new ones. This can be accomplished by:

Shortening the wait time

The waiting room is your patient's first impression and can set a positive tone for the rest of the visit. By implementing a mobile EHR app, patients can sign in upon arrival and will not have to wait for the receptionist to provide them with the same information over and over again. It also allows patients to set automated text alerts in the event wait times are increased, which in the medical setting is often expected and unavoidable. Patients can then plan accordingly, signaling to them their time is as valuable as your own.

Listening to your patients

Your patient wants to tell their story, and share their concerns with you. How can doctors provide this intimate exchange with their patients while they are multi-tasking? That face-to-face interaction with eye contact can put patients at ease and make the biggest impact on the patient's experience. Giving patients the time and care they deserve is critical.



Following-up

Reaching out to your patients after their visit is key and your relationship should not stop when the patient leaves the exam room. You and your staff can reach out to your patients after their visit to see how they are feeling, ensure they understand instructions or remind them they need to refill a prescription. With mobile EHR apps, physicians can automate appointment reminders and send customer satisfaction surveys via text or email, intercepting any problems or concerns in a timely manner.



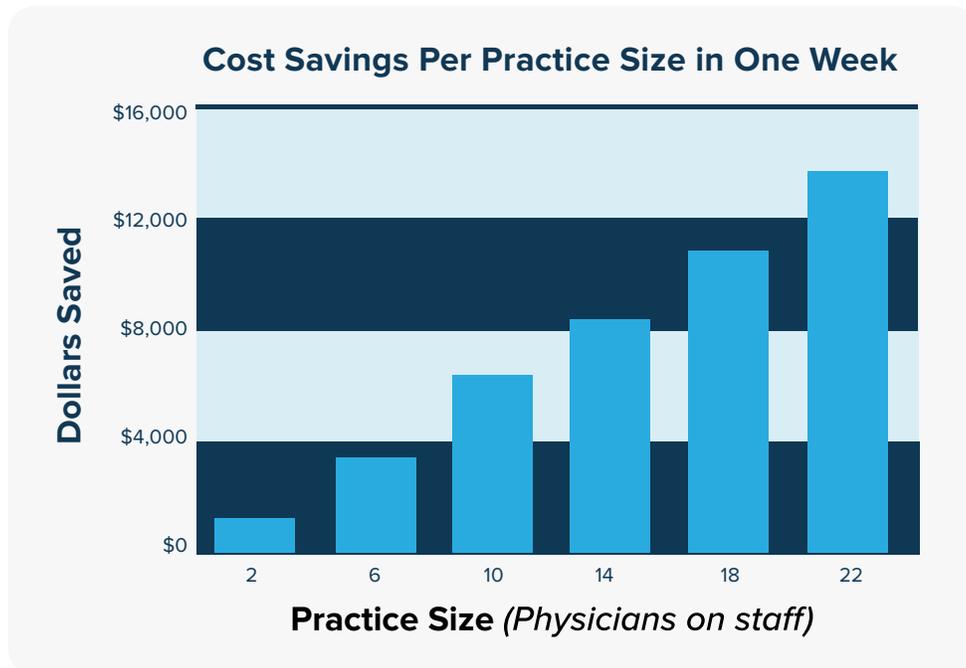
Financial Success

The patient-doctor relationship has a significant impact on financial success. Although new customer acquisition is key, it is more profitable to retain your current patient population. In previous studies, iScribe discovered it can cost as much as \$2,000 to bring in a new patient but average revenue generated by a returning patient is \$3,200.

Some of the financial burdens of EHR usability include:

- Healthcare providers are spending extra and unnecessary time on administrative work
- Patients are frustrated with the lack of customer experience and end up searching for a new provider
- Doctors are frustrated that their patient relationships are suffering due to time constraints...and in some cases are choosing early retirement over data entry work.

Using a mobile EHR app, a practice with 14 physicians will see over \$8,000 in cost savings in just one week.



Implementing mobile EHR app technology with your existing EHR system will not only save your organization money, it will assist in generating new revenue.

Practices are striving to improve patient engagement and satisfaction which is why mobile EHR apps are becoming increasingly popular in healthcare facilities. iScribe is a modern mobile EHR app that integrates seamlessly with any EHR system. Discover how iScribe is revolutionizing patient documentation and restoring the joy of practicing medicine!

[Try It Now](#)