

Intergy increases practice efficiency, ensuring focus on patient care



Dr. John P. Sammartino and Jacqueline (Jackie) Sammartino, RN, founded their practice in Drexel Hill, Pennsylvania, with an overarching idea.

“We decided that when a patient made an appointment to see the doctor, that the doctor was the only person he or she was going to see — no techs, no assistants,” said Jackie Sammartino, practice manager at Sammartino Ophthalmology. “We still do that to this day because we didn’t open the practice to make a bucket of money. We wanted to help people and get to know our patients, and that’s exactly what’s happened.”

The Sammartinos began with a manual medical records system. They switched to an electronic health record (EHR) and currently use Greenway Health’s Intergy EHR and practice management platform. The practice also contracts with Greenway Revenue Services Essentials for handling statements, and Greenway Clearinghouse Services for insurance billing.

“I’m amazed that it’s ‘click, click, click’ and you’re done. Everything is integrated. You don’t have to go to different programs or screens to get things done.”

- Jackie Sammartino, RN, practice manager, Sammartino Ophthalmology

Access to the necessary expertise

“My initial reaction is that the system is really easy to use,” Sammartino said. “It’s more logical. I’m amazed that it’s ‘click, click, click’ and you’re done. Everything is integrated. You don’t have to go to different programs or screens to get things done.”

Sammartino said she was hesitant and skeptical at the start of implementation. However, her Greenway point of contact walked her through the process, beginning to end.

“She was great,” Sammartino said. “She’s like the traffic director. If I had a question about something, she sends me to the right departments ... It’s great knowing I have access to expertise in a lot of areas.”



Practice visibility with an intuitive face

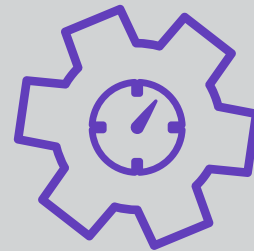
To get the practice off on the right foot, Greenway connected Sarmartino with a local training resource who sat with Sarmartino and walked her through the program functionality, answering questions and addressing concerns along the way.

"After the training, I thought I didn't remember until I sat back down the next day and just did it," she said. "I didn't realize what I had learned. Also, it helps that the program takes you through a step-by-step process to get things done. It walks you through what you need to do."

As a practice manager, Sarmartino uses Intergy to see her office top to bottom, from patient check-in through accounts receivable, all on one system.

"This system has allowed us to do things we couldn't do before," she said. "It saves us a lot of time and helps us serve patients more effectively."

Key outcomes



Increased efficiencies



Greater visibility into practice



Improved ease of use

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