

Orthopedic Spine Center

finds perfect fit with Greenway Health

FACING EHR CHALLENGES

When Dr. Benjamin Crane and Jill Crane opened their practice, Orthopedic Spine Center in St. Louis, they needed an electronic health record (EHR) system that was both flexible and cost-effective. At a previous clinic, Dr. Crane had used NextGen but found it to be cumbersome and not user-friendly. Their experience with Intergrity at another practice was positive but hindered by improper utilization by the team, leading to inefficiencies and manual data tracking.



Choosing Intergrity for customization and support

When establishing their own practice, Jill and Dr. Crane evaluated various EHR options but ultimately chose Intergrity. They appreciated the opportunity to thoroughly test and customize the system before fully committing. Greenway's team provided extensive support, including multiple training sessions and detailed discussions, to tailor Intergrity to the specific needs of their practice.

Reflecting on their decision, Jill emphasized, "We worked with this amazing team, and they helped us customize Intergrity to fit our needs and the way our team functions." This collaborative effort ensured that the EHR system was perfectly aligned with their practice's requirements, allowing them to avoid the pitfalls they had encountered with previous EHR systems.

Transforming practice operations

The customized Intergrity system significantly reduced administrative burdens and streamlined workflows at Orthopedic Spine Center. The system's ease of use, graphical appeal, and the peace of mind provided by its cloud-based infrastructure were key benefits. Greenway's comprehensive support and customization allowed the practice to create efficient workflows, enhancing overall functionality and patient care.

Jill and Dr. Crane were particularly impressed by the ability to customize Intergrity. Jill noted, "Being able to work with a team that understands our needs and helps us tailor the system to fit those needs has been invaluable." This level of customization ensured that every aspect of their practice, from scheduling to billing, was optimized for efficiency and ease of use.

"I feel like I've found my people at Greenway." – Jill Crane, Practice Manager, Orthopedic Spine Center

A collaborative approach to implementation and training

Greenway took a highly collaborative approach with Orthopedic Spine Center. The team at Greenway conducted several discovery sessions to fully understand the unique needs and workflows of the practice. This deep dive allowed Greenway to provide specific recommendations and custom configurations of Intergrity, aligning perfectly with the practice's requirements. Jill and Dr. Crane valued the hands-on approach and felt the Greenway team acted as an extension of their own.

Training played a critical role in the successful implementation of Intergrity at Orthopedic Spine Center. Greenway's training sessions were comprehensive and tailored to the specific needs of Jill and her team, ensuring everyone at the practice was comfortable and proficient with the new system.

Finding the right partnership

Jill's background in system integration and Dr. Crane's experience as a physician provided them with a unique perspective on what their practice needed from an EHR system. Their ability to customize Intergrity and make it their own was a critical factor in their decision, alongside the comprehensive support from Greenway.

The partnership with Greenway was not just about the technology but also about the people behind it. Jill noted, "I feel like I've found my people at Greenway." Jill and Dr. Crane discovered that Greenway's team was genuinely invested in their success, providing ongoing support and guidance even after the initial implementation. This relationship has been a cornerstone of their positive experience with Intergrity.

Enhanced efficiency and patient care

With Intergrity, Orthopedic Spine Center experienced a significant reduction in manual processes and an increase in overall efficiency. The cloud-based nature of Intergrity provided peace of mind, knowing their data was secure and accessible from anywhere. The graphical appeal and user-friendly interface of Intergrity made it easy for the staff to navigate and use effectively. This, in turn, improved patient care as the staff could focus more on patients rather than administrative tasks.

Building a foundation for growth

By choosing Intergrity, Orthopedic Spine Center has laid a robust foundation for future growth and success. The ability to customize the EHR system to fit their specific needs has allowed the practice to operate more smoothly and efficiently. Reflecting on their journey, Jill shared, "We've created a system that truly works for us, and that wouldn't have been possible without the incredible support from Greenway."

A superior choice for EHR solutions

Orthopedic Spine Center's experience with Intergrity highlights the importance of a flexible, customizable EHR system supported by a dedicated team. Jill and Dr. Crane successfully transformed their practice's operations, thanks to the tailored solutions and exceptional support provided by Greenway. This underscores the benefits of Greenway's commitment to understanding and meeting the unique needs of each practice, making Intergrity a standout choice over NextGen for practices seeking a personalized and supportive EHR solution.

"We worked with this amazing team, and we've turned Intergrity into exactly the way it works for us and the way our team functions."

– Jill Crane,
Practice Manager,
Orthopedic
Spine Center

For more information, visit greenwayhealth.com