

Chicago Nasal & Sinus Center

What was the most surprising part of going live with gloStream's gloEMR™? "How easy it was!" says Becky Pritikin, practice manager at Chicago Nasal & Sinus Center. With one physician – Dr. Jordan Pritikin – a physician assistant, a nurse/surgical coordinator, a CT technician, a receptionist, and practice manager – the Chicago-based practice, focused on nasal and sinus disorders, sees about 100 patients per week and has about 5,000 active patient files.



To save time and money, streamline procedures, and make the practice more efficient, the practice explored EMR options and found gloStream's gloEMR™ the perfect fit. "The impetus to explore an EMR was based on our increasing patient volume, the increasing demands of documentation and correspondence, and the upcoming government mandates," Pritikin says. "The search for an EMR was, at least in part, to decrease the burden of charting and make it more efficient."

Time and Money Savings

In his previous otolaryngology practice, Dr. Pritikin used a transcription service but it was "slow and expensive," Pritikin says. As a result, he began to type his own notes using Microsoft® Word, relying on the autotext and template features. But this process was very time-consuming and demanded far more time from Dr. Pritikin than what he spent in the office.



Microsoft®-based gloEMR™ uses the latest technology available, providing practices with powerful, single-click access to all patient information, customizable templates, and exceptional voice-recognition technology. These valuable features attracted the practice to gloStream: "We selected gloStream because of the stable platform (Microsoft® Windows) with an established word processing program (Microsoft® Word) that we were already familiar with and using," Pritikin says. "gloStream is a very adaptable system, allowing us to create our own document templates, formatting the EMR in a fashion similar to our paper charts."

The \$20-billion government stimulus will help offset implementation costs, Pritikin says, though she emphasizes that the initial outlay already had been offset by savings throughout the practice. Savings on postage, stationery, laser print cartridges, and other office supplies have been significant, even in just the first six months since the system went live.

Efficiency Matters

Fast and easy scheduling is another huge benefit to gloEMR™. And for this practice, fast and easy describes the entire process. "The employees were very receptive to implementation and took to the training very quickly," Pritikin says, pointing to the practice's CT technician as the group's self-proclaimed in-house "glo-Pro."



With or without a "glo-Pro," gloStream provides ample training and round-the-clock local support. The system also allows doctors to gain remote access. "Remote access allows Dr. Pritikin to have patient information readily available from home when a patient calls with a question, needs a medication changed, or has some other problem," Pritikin says. "This has allowed both real-time documentation of these encounters and also immediate responses."

gloEMR™ works for Chicago Nasal & Sinus, and it works with them, too. "The major advantages of gloEMR™ are that it is easy to use and easy to adapt," Pritikin says. "We have created our own exam templates, consultation letters, report templates, and procedure templates. Some aspects of the system are intuitive, and we continue to discover new functionality and shortcuts."

More information

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