

Valdez Family Clinic

Organization Name:

Valdez Family Clinic

Organization Address:

98 Briggs ST., Suite 800
San Antonio, TX 78224
(210) 927-9500

Organization Contact:

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Schema Archetype

Solo Practice

Schema Factors

Outpatient, Office Practice, Family Medicine, Solo Providers
Urban, Non-Academic

Organization Summary

Valdez Family Clinic is a single-location family practice serving South Antonio, Texas. The practice is in an economically-disadvantaged and medically-underserved community. The population is 99 percent Hispanic, with the majority being covered by Medicare and Medicaid. Approximately 65percent of the encounters are pediatric.

IT Environment

The Valdez Family Clinic selected MedcomSoft Record, which is a suite of software designed for use in medical offices. The MedcomSoft tools include an EHR, computerized physician order entry with clinical decision support, integration with an EKG machine, radiological image management, secure messaging, compliance checking, and other administrative tools. The software also allows staff to specify their own queries and reports of the system data.

Valdez Family Clinic chose to implement an EHR that uses the Medcin nomenclature to encode data and prepare it for use by clinical decision support tools. This allowed the practice to capture all clinical information as codified data, including prescribed drugs and laboratory results. Clinical decision support could be applied to all aspects of the patient chart. Dr. Valdez and her staff were able to perform both simple and complex queries using combinations of data elements, including demographic data.

CDS Achievement

The CPOE system implemented by the Valdez Family Clinic is used for all laboratory and prescription orders. The CPOE system has reduced the time needed to enter orders and organize results. Medical alerts for health and disease management that are configured for the patients based on age and condition. The patient chart displays alerts for needed health maintenance evaluations, immunizations, or chronic disease monitoring.

The staff of the Valdez Family Clinic contributed to the design of the clinical decision support systems. Medical assistants specified a list of commonly used orders and order sets. Clinicians identified a set of workflows that were commonly used in the clinic. These workflows were integrated into forms and protocols customized for the practice.

Valdez Family Clinic was able to integrate training and customization through the use of remote web-based training that was minimally disruptive to the practice. The training was conducted using screen sharing on the desktop of the person being trained. This was greatly advantageous to Dr. Valdez, who could be trained in her office, during her lunch break, while creating custom protocols and forms to match her practice style.

Lessons Learned

If a practice is interested in optimizing specific, frequently used workflows, discuss those priority workflows with the vendor or IT consultant. Such communications can help a practice optimize the way the clinical decision support fits into the work of the clinic.

The active engagement of all staff members can contribute to successful implementation of clinical decision support.

Flexibility in the training schedule was advantageous for busy providers.

Awards, Recognitions, and Citations

2007 Davies Ambulatory Care Award Winner
Case Study, Medcomsoft