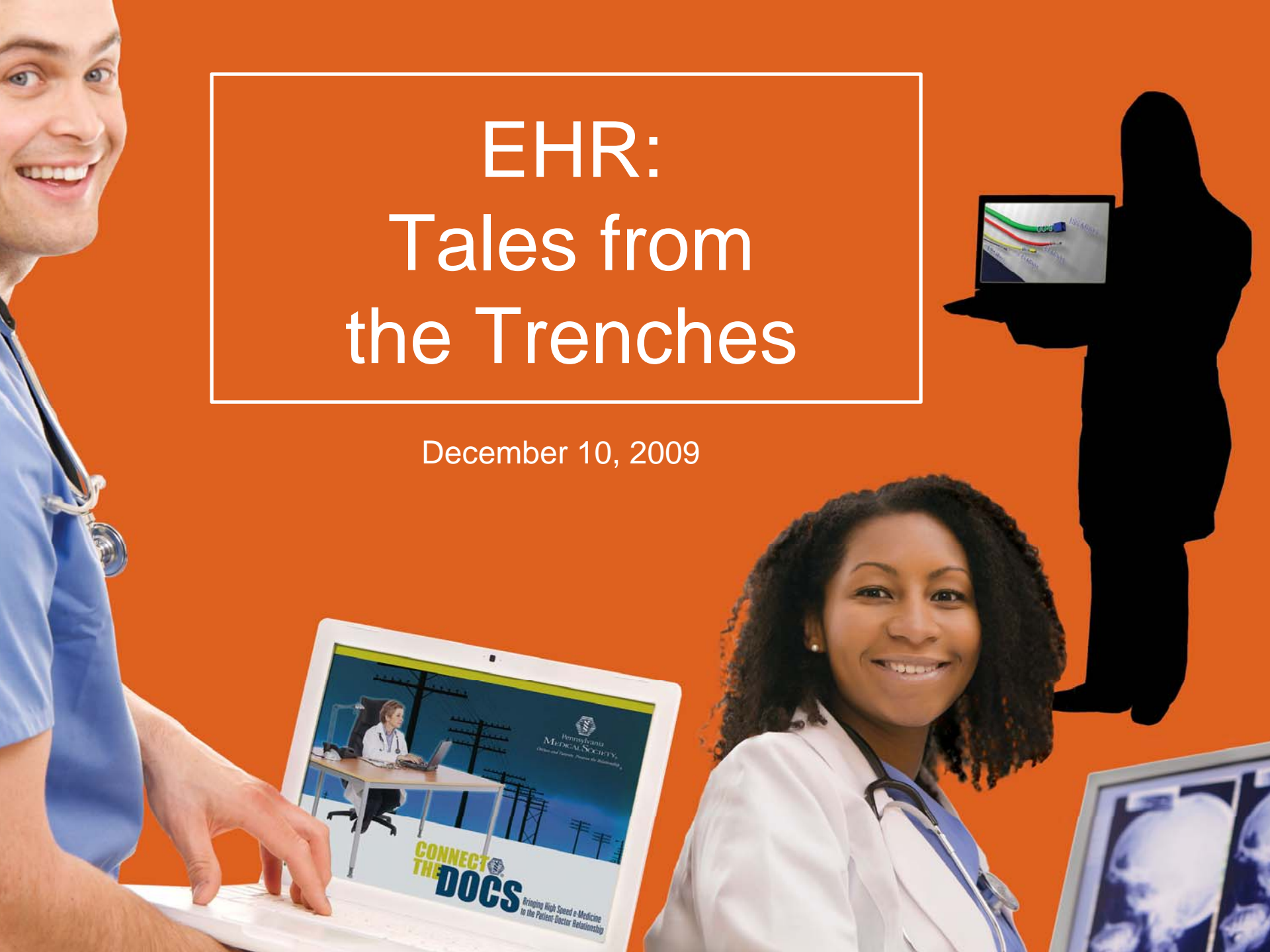


# EHR: Tales from the Trenches

December 10, 2009



# Our Panel

- Whitney Almquist, Business Manager  
*White Rose Family Practice, Lancaster*
- Linda Benner, CPC, Practice Management Consultant  
*PMSCO Healthcare Consulting*
- Susan Fleck, Director of Operations  
*Gateway Medical Associates, Exton*
- Karen Kissinger, Practice Administrator  
*Partners in Women's Healthcare, Lemoyne*
- Robert Nielson, MD, Physician  
*Annville Family Practice*

Let's start at the very beginning...

# Selecting the System

Now for the real work...

# Workflow Redesign

Ramping up...

# Implementation Begins

So, how did it go?

The Good,  
the Bad,  
and the Ugly

Okay, we promised...

The Four

Tried-and-True

No-Fail

Absolutely Essential

Principles for Successful EHR  
Implementation

# Principle 1

Everyone involved  
must be committed from  
beginning to end.

# Principle 2

Take it one step  
at a time.

# Principle 3

Select the right  
system for  
your practice.

# Principle 4

Don't skimp  
on training.

# Let's stay connected



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your experiences and network about EHR.

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# Thank you for attending!

For questions, your EHR contact at the  
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