

SUCCESS STORY

*An Easy Transition from
MD-Reports to Provation® Apex*

How a New York Endoscopy Center Utilized Provation's Seamless Provation® Apex Migration Plan



Max Pitman, MD
Medical Director and
Gastroenterologist
Gotham Gastroenterology

Max Pitman, MD is the Medical Director and a gastroenterologist at Gotham Gastroenterology in Brooklyn, New York. Gotham Gastroenterology employs 18 GI physicians at three locations across the New York metro area.

Gotham Gastroenterology had been using MD-Reports Endoscopy Report Writer, but when Provation acquired MD-Reports in December 2019, they jumped at the opportunity to seamlessly migrate from MD-Reports to cloud-based Provation Apex.

"We were very excited to have the opportunity to switch to Provation Apex at an affordable price," said Dr. Pitman. "The transition itself was incredibly smooth and easy. Within three weeks of signing the contract, we were up and running with Provation Apex."

A simple, refined onboarding process

Since Provation has transitioned nearly 20 sites from MD-Reports to Provation Apex, the onboarding process has been perfected.

The Provation team has multiple conversations with each center to determine their goals and how they need Provation Apex to function. Whether sites are concerned with efficiency, coding, patient throughput, or clinician satisfaction, Provation Apex has features to meet and exceed a center's needs.



Led by Provation's focused Customer Success and Implementation Teams, the onboarding process occurs in three phases.

- ✓ **Phase 1: Kick-off and workflow review:** Customer Success Representatives build out a tailored, structured onboarding plan based on specific site needs to ensure a successful launch. The team provisions the center's environment, sets the center's ideal timeline, and helps pinpoint critical features.
- ✓ **Phase 2: Workflow set-up and training:** The Provation Implementation Team links the center's Active Directory, schedules status calls, and assigns training based on role type. The technology investment for Provation Apex is generally minimal compared to an on-premises solution; Gotham Gastroenterology purchased two cords. To further ensure a seamless transition, Provation provides access to the Provation Learning Center – an online database of two-minute trainings and modules – so that clinicians can learn on-demand when they have time. The goal is that all clinicians are comfortable with Provation Apex before the time of launch.
- ✓ **Phase 3: Provation Apex launch:** In most cases, Provation Implementation Representatives are onsite during the official launch, but the platform can be easily launched remotely. Ideally, the Provation team is shoulder-to-shoulder with clinicians answering any questions that they have. Provation even provides 24/7/365 customer support after Provation Apex is launched.

"The communication with Provation was fantastic. We had weekly meetings with the Provation team, our physicians, and our technology team to customize our solution," said Dr. Pitman. "We were able to add data from our MD-Reports procedure documentation, perioperative charting, and anesthesia history into Provation Apex easily."

Features with clinical workflows in mind

"Not only was the transition process seamless," said Dr. Pitman. "Provation Apex itself is so physician-friendly, and the features make all the difference."

Provation Apex has multiple features that make the documentation process quicker for busy physicians. The solution is highly customizable, so clinicians can set up the platform to fit their specific needs. Customizable Templates and Smart Buttons allow for fast documentation because clinicians can simply choose a popular template and click through a simple procedure barely ever moving their mouse.

"One of my favorite features is Machine-Learned Favorites," said Dr. Pitman. "The more you use Provation Apex, the more it learns what your findings will be based on your most-used selections."

And because Provation Apex is browser-based, clinicians can document anywhere, anytime.

"The cloud aspect is amazing," said Dr. Pitman. "I can walk around with an iPad doing my perioperative documentation in any location at our center. While most of the time I'm completing my procedure note in the procedure room, if I want to make a change or access a note when I'm at home, I just need internet access."

Compared to MD-Reports, a few Provation Apex features stand out for Dr. Pitman. Associating images has never been easier. Clinicians can simply drag-and-drop images onto a diagram of the procedure a clinician is performing.

Provation Apex's user interface makes it easy to document findings. Because of the deep medical content within Provation Apex, clinicians find that they do far less typing than with MD-Reports. Further, when a finding is selected, the appropriate ICD-10 and CPT® codes are selected with Auto-Generated Coding, which reduces the potential for incorrect or missing codes and maximizes reimbursement.



"Provation Apex's pathology integration has been a huge time savings for me, too," said Dr. Pitman. "I used to spend too much time entering pathology information in my note. Now, as I'm starting my note, my tech is entering pathology data, and it populates into the findings automatically. It's a feature that has really saved me significant time and headache."

Faster documentation in the cloud

Since switching to Provation Apex, Gotham Gastroenterology clinicians have saved significant time.

"I've cut down my documentation time in half," said Dr. Pitman. "I'm so much faster at documenting my procedures with Provation Apex than I was with MD-Reports. I would definitely recommend that other MD-Reports customers migrate."

Physicians, nurses, and techs alike grasped the solution quickly, but Provation's Customer Success team was a phone call away if any problems arose. Overall, the Gotham team was very pleased at how quick and painless it was to migrate from MD-Reports.

"The biggest benefit of Provation Apex is that we are able to provide the same quality of care and get patients through more efficiently," said Dr. Pitman. "That's a win-win."

You too can be a Provation Apex Success Story.
Learn more at www.provationmedical.com/apex.

