



Renee Williman,
MacArthur GI Practice Administrator

Meditab's First Client & Why They've Stayed for 20+ Years

Every practice that partners with Meditab receives a client number in our system based on when they begin using IMS. Meet client number 1.

After more than 20 years, Meditab's first client, MacArthur Gastroenterology (MacArthur GI), has seen the evolution of the IMS first hand, from its early days in Beta, all the way to the full practice platform it is today. "IMS's biggest plus is that they stay current with what's going on in the marketplace and what patients are looking for," says Renee Williman, MacArthur GI Practice Administrator.

Serving the greater Bay Area community in the heart of California, MacArthur GI was seeing both internal medicine and gastroenterology patients when they first heard about IMS.

They had three large rooms dedicated to paper charts, taking up much of their office space and turning the act of finding anything into a cumbersome slog. It was only a matter of time before they needed to go paperless.

"Dr. Peterson [MacArthur GI's solo provider] saw IMS as a better way of recordkeeping as opposed to always writing something down. To be able to pull it up on your computer and have the patient information right away available to you," Renee says.



MacArthur^{Inc.}
GASTROENTEROLOGY

Specialty: Gastroenterology

Time in Practice: Since 1989

Location: Oakland, CA

SnapShot: Meditab's first ever client, a Gastroenterology practice, says user-friendliness and innovation are the reasons why they've chosen IMS for more than 20 years.

Fewer Clicks, a Streamlined Workflow, and More Time for Patient Care.



What made MacArthur GI ultimately decide to stay with IMS were its all-inclusive features and its user-friendliness. “Even now, some of the other systems are still not user-friendly, and you’d think they would have gotten around to that by now. But with IMS, everything just takes a click or two.”

The practice even has externs that come into the office for training, and within days, each one can already confidently check-in patients and enter vital signs. “When a system is easy to learn, that means less downtime when training your staff.”

One of the early design principles behind IMS was to do things in as few clicks as possible. MacArthur GI saw that mission shape the initial software, and they’ve seen how it’s continued throughout the years.

Renee’s favorite feature is the visit note templates. According to her, “I love how IMS makes it easy for the providers who don’t like typing and don’t want to write out notes. You can get a lot of information from the templates for the provider reading it.”

MacArthur GI was also one of the first in the long line of practices that have shaped IMS. “Dr. Peterson helped IMS in a way to make sure that the information the system provides makes sense and is helpful.” The practice worked with Meditab to build the early visit note and billing modules that are still part of the IMS framework today.

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Innovative Tools That Made the Day-to-Day Easier for the Last 20+ Years:



Customizable Templates



Fax Cloud



Patient Portal



Automated Patient Emails



Integrated Billing



Cloud Hosting Services

A System Always at the Forefront of Technology.

While Renee and her staff have seen and tried other EHRs in different practices over the years, IMS was the first EHR for MacArthur GI, and they've never had any reason to switch. According to Renee, it comes down to keeping up with technology.

"Looking for better ways to do things is important," says Renee. "[Meditab Software Chairman] Mike Patel is always coming up with ways to do things bigger and better and that's his gift."

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-Renee Williman, Practice Administrator

Mike Patel personally approached the practice to test out IMS when it was first in development more than 20 years ago, and he still communicates with the practice regarding new features now. "Anytime we need something or think of something that might help, we'll call him. He makes sure he's on top of all the things that are changing and what other people are doing. If it's working, he wants to do it better."

MacArthur GI also adopted IMS Fax Cloud and integrated e-prescribing as soon as the features arrived, making communication with pharmacies easier than ever. Then, with the release of the LinkWith function in IMS, they could easily create lab orders while charting, and then send them to the corresponding laboratory. Even today they still excitedly wait to hear each new announcement.

"IMS is pushing the envelope and is always staying current with what is out there in the market for technology," says Renee. That kind of innovation is exactly what makes her positive that they'll be using IMS for another 20 years as well, and she couldn't be happier.

**See the Difference for Yourself
Schedule a Demo Today**



1420 River Park Dr, Sacramento, CA 95825

1-844-4-Meditab

www.meditab.com | info@meditab.com