DR. GEORGE MILLER

Surgeon manages patient visits, EMR using HP Tablet PC

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—General Surgeon Dr. George Miller, MD, M.S.H.A., F.A.C.S., Grenada, Miss.

HP CUSTOMER CASE STUDY:
HP Tablet PC improves efficiency for busy general surgeon

INDUSTRY:
Health care

Windows®. Life without Walls™. HP recommends Windows.

OBJECTIVE:
Facilitate efficient patient visits and information retrieval for a general surgeon

APPROACH:
Dr. George Miller uses an HP EliteBook 2740p Tablet PC on the go—while visiting patients in his office and to access clinical systems at the area hospital

IT IMPROVEMENTS:
• Smaller, lighter form factor makes it convenient to take HP Tablet PC wherever he goes
• Ergonomic keyboard for ease of use

BUSINESS BENEFITS:
• Ability to access hospital systems quickly while with patients eliminates the need for faxing documents
• Charting completed during patient visits, eliminating after-hours work
• Tablet interface allows more interaction with patients

For Dr. George Miller, MD, M.S.H.A., F.A.C.S., an HP EliteBook 2740p Tablet PC has become critical to his daily routine. He uses it to manage the Electronic Medical Record (EMR) solution in his office during patient conferences and to access clinical systems at the hospital where he operates.[1]

"The tablet PC gives me all the power of medical information technology in a form that's familiar— like a notebook or pad of paper," he says. "It's really changed my way of working."

TABLET PC IMPROVES EFFICIENCY
Dr. Miller is a sole practitioner general surgeon operating in Grenada, Miss. He's one of only two general surgeons in the area and performs surgeries at nearby Grenada Lake Medical Center.

As a sole practitioner, Dr. Miller is intent on being as efficient as possible while delivering high quality care. He realizes medical information technology is his ally. And the best way to access it, he's found, is with his HP Tablet PC.

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"I'm more comfortable and efficient using the tablet PC to work in my EMR. A lot of things that used to be done at the end of the day, I can do now in real time, when I'm with a patient. So I'm not sitting in my office as late at night."

His office uses e-MDs Solution Series software, an integrated Electronic Medical Record and Practice Management package designed to improve care, reduce errors and simplify the business side of a small practice.

Templates in the EMR allow him to enter data from patient interviews, present treatment plans, update patient charts, and electronically order lab tests and imaging studies. His staff uses the same integrated package to handle billing and document management.

When patients come to Dr. Miller's office, the staff updates their personal information and enters vital signs into the system. By the time Dr. Miller enters the room, he has accessed the patient's EMR on the tablet PC, reviewed medications and the patient's surgical needs. He has a template for many of the standard procedures he performs— hernia operations, colonoscopies, and more.

"Traditionally, as patients are talking with the surgeon, the doctor is scribbling away and loses eye contact," he says. "With my tablet PC, I'm checking off some boxes and writing a few words here and there using my stylus. I'm able to be a lot more responsive to the patient."

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In most cases, he has the tablet PC in tablet mode— that is, he uses the stylus to click on software choices and enter handwritten notes. "It's a lot closer to what most doctors are used to," he says.

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He will sometimes show a patient an image from a procedure, and later save it into the patient's record. "It shows that I explained to them what I would be doing, and it's time-stamped which is good from a medical-legal perspective."

Pre-admission orders and imaging studies are also entered through the templates. Dr. Miller can also elect the appropriate set of patient instructions and send them to a printer in the outer office. By the time the patient walks to the front counter, all the paperwork is there and waiting.

CONVENIENT FOR IN-HOSPITAL USE

When Dr. Miller goes to Grenada Lake Medical Center he continues to use his HP Tablet PC. There, the tablet becomes his mobile terminal to access the hospital's Siemens MedSeries4 Clinical Suite software as well as the GE PACS system that stores imaging studies.

He retrieves documents electronically from the hospital systems, eliminating the need to generate paper copies just for his use. "In the past, if I needed particular patient records, the hospital would fax them over to my office," Dr. Miller notes. "Now I can just pull them up on my tablet PC as a PDF."

The HP EliteBook is Dr. Miller's third tablet PC. He still has both of the others, but uses the new EliteBook tablet PC most. "It's smaller, lighter and more portable," he notes. "So it's convenient to take with me wherever I go. And it still has a very good keyboard—the best of the tablets I've used."

Dr. Miller says his office staff notices immediately if for some reason he's working without his tablet PC. "The fact is, I can't do my job as well or as fast without my tablet PC. We get backed up."

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