

# CASE STUDY

## Fujitsu tablets increase physician mobility for Queens Pediatrics

» Since we started using the Allscripts and Fujitsu solutions, our documentation is ten times better than it used to be «

Janette Finn, Practice Manager, Queens Pediatrics



Based in Howard Beach, NY, Queens Pediatrics maintains two offices in one building. The upstairs office is used by new and well patients, and the downstairs office is used for sick patients. Each month, about 1,200 patients visit the practice's sick office, and 600 to 700 patients visit the well office. Queens Pediatrics is affiliated with North Shore-Long Island Jewish Health System (North Shore LIJ).

### The challenge

In 2010, Queens Pediatrics began evaluating Electronic Health Record (EHR) solutions to improve access to patient records. The practice's affiliation with North Shore LIJ prompted it to evaluate solutions from Allscripts. North Shore LIJ is the largest user of Allscripts solutions and provides a financial subsidy to its affiliated practices that adopt the solutions.

The challenge for Queens Pediatrics was the small size of its offices, which didn't provide enough room for multiple workstations or to move mobile computer carts through the hallways. "There were only two options. The physicians either had to use a laptop or we had to have a PC in each room, and that doesn't work well in a pediatric office," says Janette Finn, the Practice Manager at Queens Pediatrics.

### The solution

The ability to use Fujitsu tablet computers with the Allscripts EHR greatly influenced Queens Pediatrics' purchasing decision, since the tablets would resolve the practice's space constraint issues. Queens Pediatrics purchased the Allscripts Enterprise EHR and Allscripts PM in mid 2010, along with six Fujitsu LIFEBOOK T4410 tablet computers. The practice began using the solutions in October 2010.

*"The Fujitsu tablets are used by our six physicians to enter and retrieve information from the EHR. The physicians carry the tablets with them from room to room during patient visits. At night, they take their tablets home and can securely access the EHR remotely,"* Finn says. *"The screens on the tablets are just the right size and the touch-screen interface works really well. Our physicians really like the tablets, and they've held up well to our daily use."*

The nurses at Queens Pediatrics, along with Finn, use laptop computers to access the EHR and practice management solutions. Much like the physicians use their tablets from home, the nurses and Finn can take their tablets home during off hours to access the solutions, which is convenient to handle urgent business issues or after-hours calls to the practice.

#### THE CUSTOMER

Country: USA, New York  
 Industry: Healthcare  
 Employees: 14



#### THE CHALLENGE

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#### THE SOLUTION

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#### THE BENEFIT

- Increased mobility using Fujitsu tablets.
- Quicker and easier patient and treatment data retrieval.
- No more lost patient records.
- Faster processing of prescriptions, including refills.
- Improved documentation.
- More accurate and complete patient information.
- Improved reporting.

Queens Pediatrics started by entering all new patients into the solutions prior to their visits. The EHR and practice management solutions share patient demographics and other information to eliminate duplicate data entry. For existing patients, the practice would review the paper records before the visit, enter the patient into the system, and then add any pertinent clinical information from the paper records.

### The benefits

*"When a patient comes in and they are already in our system, we can easily retrieve all their information. It's much easier to look up patients. There's no more looking for charts that were misplaced. Our clinicians simply go into the Allscripts solutions and the information we need pops up,"* Finn says.

*"Our clinicians can view results and any information that we scan into the EHR. And, when any of our patients visit the emergency department at North Shore LIJ, that information is available in the system as well."*

*"Our clinicians did have to make some changes to their workflows when they started using the solution,"* Finn says. *"At first, it took them longer to input the data than it did to use paper records, but we've seen big improvements from when we first started using the solutions."*

Two of the practice's six physicians are using the EHR to code their own encounters. Pop-up alerts within the solution help the physicians resolve coding issues by letting them know when coding should be changed to better reflect the services that were delivered, or when there are issues that might result in claim denials.

*"Since we started using the Allscripts and Fujitsu solutions, our documentation is ten times better than it used to be,"* Finn says. *"We're able to see more information and the information is more accurate. We love being able to go into the electronic patient records and quickly find what we need, whether it's lab results or something that we scanned in. Prescription refills are easier to process, and the Fujitsu tablets make it easy for our physicians to access the information they need from any location."*

The reporting capabilities of the Allscripts Practice Management solution is providing Queens Pediatrics with useful data that they didn't have time to compile in the past. *"It has really helped reduce our workload on the backend of the practice,"* Finn says.

Looking ahead, Queens Pediatrics plans to add several enhancements, such as using the solutions to make electronic referrals to other physicians in the network, and adding order capabilities for laboratory and radiology tests.

*"We're taking it one step at a time by trying to perfect how we currently use the solutions before we add other capabilities,"* Finn says.

### About Fujitsu

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors.

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### Contact

FUJITSU AMERICA, INC.

Address: 1250 East Arques Avenue, Sunnyvale, CA 94085-3470

Phone: 800 831 3183 or 408 746 6000

E-mail: <http://solutions.us.fujitsu.com/contact>

Website: <http://solutions.us.fujitsu.com>

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