



## Wolf Medical Systems Customer Profile

***“EMR enhances patient care and has made the practice of family medicine enjoyable for our doctors. EMR from Wolf is at the heart of Continuum.”***

- Dr. Bryce Kelpin

### **A High Performance Medical Clinic Takes EMR to Heart** *Perspectives from a general practitioner, office manager, specialist, and medical director*

Continuum Medical Care is a comprehensive medical facility offering a range of public and private healthcare services in a state-of-the-art medical facility in West Vancouver BC. Continuum’s “Public Plus” philosophy aims to offer patients all the benefits of the public health care system with the option to complement their current public healthcare coverage with specialized services that might not be otherwise available. From prevention to diagnosis and treatment, from general practitioner to specialist, from public to private, Continuum has assembled a group of dedicated and highly experienced medical practitioners and services together in a single location to provide seamless access to medical services for the citizens of North and West Vancouver.





**Dr. Joanne Larsen is a General Practitioner with an emphasis on young women and families. She works with Continuum Medical Care, a comprehensive medical facility which offers access to a comprehensive range of public and private healthcare services in a state-of-the-art medical facility in West Vancouver, BC.**

**With the clinic since it opened in May 2005, Dr. Larsen is an enthusiastic user of electronic medical record (EMR) software and speaks passionately about how EMR has impacted the practice of family medicine.**

## **Facilitating more 'ah ha' moments**

### **Making the practice of medicine more flexible**

*EMR helps a busy family doctor juggle the demands of work and family of her own*

Like many busy family practitioners, Dr. Larsen juggles the demands of work and family, keeping flexible hours while balancing the needs of her own young family.

"The reality is many doctors chart at night, after they've put their kids to bed. EMR makes sense to me, not just from the perspective of making better use of office space but it also means that physicians are freed from the requirement to be physically on location to carry out the many non-billable tasks that can really make a difference to our patients. I can respond to requests for information from other healthcare practitioners, provide prescription refills, even track recalls from home. When I'm at the office I can spend all of my time with patients, which allows me to keep up with my patient appointments without undue delays and really maximize the value from the hours I'm there. I can finish up charting between appointments in special non-consult rooms, and even work from home. Most importantly, when I'm not there my patients can see other physicians who have complete access to their medical information in a legible and organized manner. EMR makes a real difference to me and to my patients."

### **Making the practice of medicine safer, reducing the potential for errors**

Dr. Larsen believes that EMR has a very real impact on the safety-related aspect of the practice of medicine. She explains: "Charting styles vary widely, and with paper charts information can be scattered all over

the place. With Wolf, critical information such as allergies, problems, current medications and recent visits is presented in a standardized way, making it easy to quickly review at the beginning of the patient encounter. Now my prescriptions are actually legible because they are typed, cutting down on errors in pharmacies where they struggle to decipher physician handwriting. I think this really reduces the potential for errors." Wolf EMR is also integrated with Cerner Multum's Canadian drug interaction database, which ensures no adverse drug interactivities and ultimately the safe prescription of patient medications.

### **Enhancing the delivery of quality medical care**

*EMR means more 'ah ha' moments*

Dr. Larsen illustrates the value of EMR to patient care with this anecdote: "I like to share a story of a 75-year old patient of mine suffering from diabetic nephropathy and hypertension and how EMR software had an impact on her care. During a patient visit I saw that the patient's GFR levels were alarmingly low; I couldn't recall whether they'd ever been so low, so using my EMR program I could quickly see the patient's entire historical GFR levels and associated medication history. Right underneath the patient's low GFR levels on the graph I saw that a specialist had started her on a new anti-hypertension medication; I was able to halve the patient's hydrochlorothizide and she had a beautiful response within a week. That to me was a real 'ah-ha' moment; not only could I see the lab results and medications together, allowing me to make a quick change to the patient's medication with a great result,

but information that I would likely not even have been able to see in a paper chart (because we don't necessarily have full information of all medications or even lab results from other physicians) was readily available. This is so powerful for me as a physician, but it's especially powerful for the patient to see their own data, to see how their conditions are changing in response to their treatment plans. It's inspiring and motivating for doctors and patients."

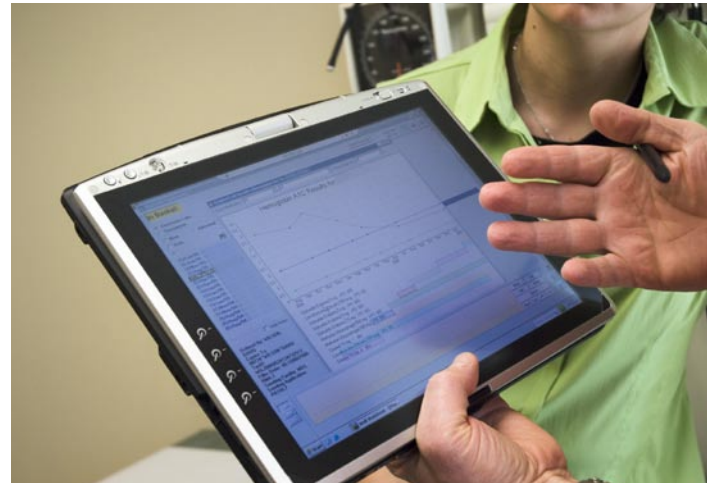
### **Making the practice of medicine faster**

For patients with complex medical conditions and extensive drug histories, it takes just seconds to prepare a complete patient history to share with other medical practitioners who may be involved in their care, a routine task that used to take up to 30 minutes with paper charts with no guarantees of completeness. Because the data is only ever entered once, it's available to be outputted in a template that addresses all other practitioners' needs. Dr. Larsen explains, "With electronic lab results right inside the patient record it's much easier to access and compare results over time, not to mention that lab results, once available, are automatically delivered to the patient record. Now we can get Strep results in 24 hours, not 48 like we used to." She added: "I also love how patient encounter notes are content for my referral letters. Now I don't have to sit and write a referral letter, I can output one with all the background information and contextual information required by the specialist. This is a big timesaver for me."

### **Intuitive software, designed by doctors, for doctors.**

*"It just makes sense"*

Dr. Larsen is well-regarded at Wolf for being "tech savvy" and is looked to by her colleagues as a bit of a "power user." Dr. Larsen laughs at this description, recalling all too clearly that when she first started using EMR software only a few years ago she didn't even know how to type! "When we first started to use Wolf we had two three-hour lessons; overwhelmed with all the information from those sessions I worried about how I was going to 'hunt and peck' my way through a patient visit. I was advised to take it slowly, perhaps ease into it by using EMR for one patient visit and gradually building up my skills. Well, my first day with the software I did all my patient visits on the system – it was that easy to use!" Asked what made it so easy to use, Dr. Larsen explained: "It just made sense. It's set up by a physician, so it makes sense to doctors. The software flows just like a patient visit does, so entering information into my Tablet PC is pretty much the same as writing on a paper chart. Except now the information is stored in a way that makes it easy to see critical information quickly such as allergies, medications, or recent visits. I like to type into my Tablet, but some of my colleagues prefer to write, which is even more like paper charting used to be."





Since his internship, Dr. Bryce Kelpin has been practicing family medicine in West Vancouver, BC; he's also set up three clinics, established his own family practice, and is now the President and Medical Director of Continuum Medical Care. Continuum Medical Care opened its doors in May 2005 in West Vancouver, BC.

## EMR is good for doctors, patients, and business

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"Over the past 15 years we've seen an erosion of both the income and lifestyle of full-service family practitioners, to the point where we're facing a critical shortage of family doctors. The mandate of Continuum is to provide the best medical care – both for patients and for doctors."

A businessman and a GP, Dr. Kelpin has a unique perspective on EMR. He knew that with EMR there could be a tremendous utility of physical space; physicians could use Tablet PCs, meaning there wouldn't need to be room for specific terminal locations on premise. Consult rooms could be used exclusively for patient encounters, with doctors charting and ordering additional tests or prescriptions in the exam room during the patient visit; routine work could take place in other comfortable locations scattered throughout the clinic or even from home. "Our consult rooms are used exclusively for patient visits. We can book more appointments and see more patients because rooms are free immediately after a patient visit – that just makes sense from a business perspective."

Dr. Kelpin also highlighted the importance of mobility to physicians and excellence in patient care. "Mobility is so important, and EMR facilitates that. Doctors need flexibility in their work," he explained. "I wanted the facility to meet the needs of a spectrum of physicians, from mothers with children to doctors approaching retirement. Our staff is almost evenly split between male and female doctors; we have doctors just starting to practice working side-by-side with physicians nearing retirement, doctors with both low and high-volume practices, and specialists with other practices who need to move seamlessly between a few office locations."

The bringing together of a variety of public and private health services is another piece of the Continuum success story. "At Continuum we've set up a full service family practice, a Walk-In Clinic, a Corporate Health Service, and provide access to a number of specialists

– all in the same facility. With this model physicians have access to different opportunities; new doctors can build a practice from within the Walk-In Clinic, and physicians can count on coverage of their patients when they are absent or on leave." Physicians can also provide referrals to on-premise specialists, making it fast and easy for patients to access a broad spectrum of services under one familiar roof.

"With EMR software from Wolf our physicians can provide seamless patient care; doctors are freed to work more flexible hours and even work from remote locations, and other physicians have complete and accurate patient information. EMR software is at the heart of this seamless sharing of patient care; and it's also made the practice of medicine more enjoyable for our doctors."

Dr. Kelpin concluded: "We took a group of geographically disparate physicians and brought them together in a single state-of-the-art facility; our staff included a mix of physicians, most of whom had never used EMR, and quickly moved them all over to a technology-enabled practice model; and within this practice we provide full service care that is completely integrated with Community Health Services. Continuum is proof that the delivery of high-quality family medicine is completely sustainable under the current fee-for-service model. It's not only profitable but it's also enjoyable for our doctors."

Today Dr. Kelpin is looking to establish another facility on this same model in North Vancouver. "Having an EMR will allow us to centralize core administrative and management functions such as billing." He concluded: "The utility in the business model is clear. And doctors are certainly seeing the utility in enhanced patient care. Our doctors and our patients are happy. Continuum shows that we can make high-quality and accessible family health work within a financially viable model."



The staff at Continuum use the following Wolf EMR products:

- **Wolf Medical Suite**
- Wolf Billing
- Wolf Scheduling
- Wolf Workflow
- Wolf Clinical

Continuum's physicians use Tablet PCs on-site, accessing the Wolf EMR system wirelessly. When they are out of the office they connect to the Wolf server from their Tablet PCs, laptops or desktops over the Continuum Virtual Private Network (VPN).

## EMR is at the heart of this busy office

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### Joanne Sullivan – Office Administrator

**Joanne Sullivan is the Office Manager for this busy clinic of GPs, specialists, more than 10 full-time and 4 part-time medical office assistants, and other allied health practitioners. Joanne has been with Continuum since it opened in May 2005.**

Joanne Sullivan, Continuum's Office Manager, waves her arms in a sweeping gesture and says: "All of this would be impossible without technology, the Internet, and EMR."

With over 30,000 patients, Continuum is a busy practice. "We get over 400 calls a day; with Wolf we can pass electronic messages directly to the doctors' systems, so we know they are sure to get them. Our doctors' schedules are constantly changing, both with patients cancelling or re-scheduling appointments and the demands on the doctors themselves who can be called away. Now their schedule is always up-to-date and available in Wolf so they can see at-a-glance where they are going to be – they can even view it from home. We also post the Walk-In Clinic schedule for doctors for the upcoming week on our Intranet – a schedule that we can create much more easily because we have complete visibility into all the doctors' calendars. We also use our Intranet site to keep track of the large volume of

approved forms, fee schedules and private fee codes, which is a huge time-saver for all of us."

She adds: "We may have 100 messages out to patients at any given time; it would be literally impossible to manage that volume of messages without an electronic system. Now we can just search for messages and know quickly the status of all of them."

What about staffing levels? Does EMR impact that?

"We definitely require less support staff. But I think that EMR makes it more enjoyable for our support staff to come to work; now they can take the time to get to know patients. Making sure we didn't lose that personal connection was a priority of Dr. Kelpin's when he set up the practice. EMR frees up some of the MOAs' and receptionists' time, time they use now to connect with patients and learn new skills - all our MOAs can run the ECG, for example."

## EMR keeps a busy specialist moving

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### Dr. Marguerite Stolar

**Dr. Marguerite Stolar is a Rheumatologist who's been practicing for 17 years. Dr. Stolar uses Wolf's EMR applications when she's at Continuum and also when she's at her regular rheumatology practice that she shares with two other specialists in New Westminister, BC.**

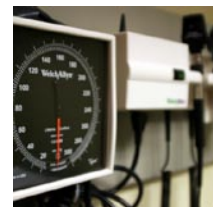
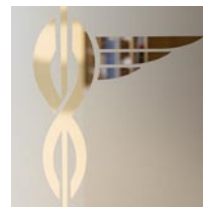
Dr. Stolar uses Wolf extensively in her rheumatology practice in New Westminister, explaining: "It allows me to coordinate all aspects of the patient record. Ultimately, it speeds everything up. All my records are stored in a single place, and I can reach them from any location."

Dividing her time between West Vancouver and New Westminister, she says, "Mobility is critical to my practice. With Wolf I'm not tied to paper charts anymore. My patients phone me all the time; I can just switch on the Wolf system from any location and access the information I need to address their needs."

Dr. Stolar was also able to let her typist go once she moved onto the Wolf EMR system. "My typist used to transcribe my charts; information such as dictations would sometimes go missing, or errors would be made during transcription. Now I have a permanent electronic record of my patient encounters that I know is accurate and up-to-date. Not to mention the savings now that we don't need a typist."

With EMR from Wolf Dr. Stolar enjoys the convenience of complete access to her patient records from any location, allowing her the freedom to practice from different locations while continuing to deliver insightful and informed care to her patients.





### **About Wolf Medical Systems**

Wolf Medical Systems is a leading national provider of electronic medical records (EMR) software for physician offices and medical clinics across Canada. Founded in 1998, the company has more than 300 installed sites in Canada and more than 1100 physician users nationwide. Wolf's EMR software includes a complete set of physician-designed applications that automate the unique processes of billing, scheduling, workflow planning and clinical practice for physician offices and medical clinics within the context of each province's unique regulatory environments. Wolf software works the way physicians and medical personnel work, helping them automate manual processes, reduce costs, increase productivity and efficiency, and improve the quality of patient care. Together with Microsoft and HP, Wolf is a technology and EMR thought leader, committed to elevating the standard for patient care in Canada through the adoption of EMR.

Wolf Medical Systems is a leading provider of electronic medical record (EMR) software for physician offices and medical clinics  
*from coast to coast to coast.*

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