



**Annapolis Internal Medicine,  
Annapolis, MD**

- 9 Physicians
- 4 Nurse Practitioners
- 25,000 Patients

**Results:**

- Streamlined practice
- Improved patient safety and care
- Greater patient load with fewer staff
- Greater patient satisfaction
- Worldwide access
- Improved critical timing

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**Annapolis Internal Medicine, LLC**

Several years ago, I sat on the original committee that was commissioned to find an electronic medical record that would interface with Anne Arundel Medical Center's system. At that time, the initiative just didn't seem to be moving along with any great enthusiasm, and in fact, the committee stopped meeting. Back then, we at Annapolis Internal Medicine were poised to move ahead with an EMR system of our own. We had hoped that AAMC would have pushed ahead with their initiative more quickly, but unfortunately, this did not occur. As a result, we went ahead with the purchase of a system called AMCIS (Ambulatory Medical Clinical Information Systems) through a company called MD Web Solutions.

The AMCIS product has streamlined our practice, enabled us to practice more efficiently with much improved patient safety and care. We have saved personal time and are able to service more patients with fewer staffers (creating cost savings). At the same time, there has been greater patient satisfaction!

Patients are happy because they have easier access to their doctor. The AMCIS HealthPort allows secure and encrypted two way communication between patients and physician. Patients may send inquiries to their doctor, request prescription refills, request referrals, and even schedule their own appointments on-line!

Let me give you two recent examples which illustrate how the unique features within AMCIS have helped us. First, I will tell you about one patient who was traveling abroad (in Switzerland), became ill, and required hospitalization for urgent surgery. His medical records were available in AMCIS, and accessible over the internet from any computer in the world. When a patient registers with the practice, they are given a "one-time-use" password to distribute to anyone they choose. This particular patient granted permission for the Swiss doctor to access his medical files, to gather critical information about his complicated past medical history, which was instrumental in "nursing him" through his urgent hospital stay.

The second example occurred right here in our community. Last week, I was reviewing lab results (from home) one evening. The lab (which interfaces seamlessly with AMCIS) sent me a critically high potassium result, which in fact was life-threatening. At 10 o'clock at night, having the patient's demographic info at hand, I called him and instructed him to proceed to the emergency room for urgent care. Moments later, I was able to send (with the click of my mouse) the patient's recent complete history, EKG, and recent abnormal labs to the ER fax. The ER doctor really appreciated receiving this critical information – even that late at night – and it certainly expedited the patient's visit at the emergency room back to good health. AMCIS has a feature that would allow any AAMC-based physician to view a patient's medical record to see vital past medical history, medication history, allergies, etc.....from any computer workstation in the hospital. So then, ER docs, Hospitalists, etc could gain access.



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In addition to these obvious advantages, the system is extremely user friendly. And most of all it is very much affordable, even for solo primary care practices that certainly cannot afford other “mega-systems” that are really financially out of reach for most docs.

In addition to all of this, the one most important feature and vision for AMCIS has yet to be fully realized. Once AMCIS is installed in a community of physicians, information can be shared within this network. If a patient is seen in my office, every doctor using the system will have access that information. Patient care and physician efficiency would improve many times over. With AAMC as the “hub” of this process, it would be a showcase and model for healthcare delivery for the entire country.

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