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As a valued customer of ProNex, I am writing this review to not only highlight the advantages of **My ProConnect**, the innovative Bariatric surgery management solution, but also to attest to ProNex's focus on prioritizing integrity as they partner with medical practices and develop the ultimate electronic solution. This company started out with a vision to develop an innovative communication platform that would enhance the physician-patient relationship in the impending impersonal electronic medical world. Based upon this foundation, ProNex developed **My ProConnect**, which is an EMR that seamlessly integrates all components of a robust bariatric surgery practice into one system.

As a practice of 9 bariatric surgeons located in 4 cities spanned across two states, we needed a robust EMR that would accommodate our entire business process without drastically changing our workflow at each office location. After an extensive 2-year evaluation of traditional and bariatric focused EMR companies, we selected ProNex. The differentiating factor was their passion and genuine interest in understanding our business process. They took time to talk to key personnel in the entire practice and to better understand our workflow. The time consuming process of understanding our business and workflow details helped ProNex minimize disruption of our practice as we transitioned to a paperless environment. Their commitment to excellence was unparalleled.

### **INNOVATIVE COMMUNICATION PLATFORM**

Due to ProNex's focus on connecting healthcare professionals to people, **My ProConnect** has many advantages over traditional EMR's and the web-based communication platform facilitates data management for our unique patient population. In bariatric surgery, data collection is much more extensive than the traditional medical history, therefore it is critical the patient be empowered to enter their own information (insurance, demographics, weight management history, and medical history) into the system. This minimized data entry time by our staff and allowed them more time to care for our patients.

Even more powerful is the ability for the patient to track their progress during the clearance phase, prior to insurance approval. The patient leaves the initial consultation with a checklist of items to be completed through all phases prior to surgery. This is a live working list that can be checked to determine receipt of clearances and diagnostic studies. This electronic interaction limits the amount of phone calls, asking for updates, thus freeing our staff for more patient care issues.

In addition, My ProConnect increases accountability by allowing patients to record food intake, activity, and mood during the weight management phase pre-op and post-op. This functionality helps our patients remain accountable during this challenging process.

## **LEAD MANAGEMENT**

Tracking and managing leads from the initial contact to surgery is an important component in all bariatric surgery practices. Furthermore, analyzing return on investment of various marketing strategies provides well-founded strategic direction. **My ProConnect** seamlessly integrates this component into the EMR so that patients and referral sources can be tracked in one system, providing sound information for our practice marketing strategy.

## **MULTIDISCIPLINARY EMR TEMPLATES**

Due to the complexity of bariatric surgery patients, most practices use a team of healthcare professionals throughout the entire spectrum of care. My ProConnect provides EMR Templates designed with the input of various health care professionals such as nutritionist, health coaches, and psychologist providing sound documentation practices. To further improve health care provider efficiency during a clinical encounter, questionnaires specific to the types of visits are completed online by the patient prior to the encounter and integrated into the template.

## **EDUCATIONAL MODULE**

Integration with **InfoSurge** allows bariatric practices to monitor completion of educational modules assigned by the provider during the pre-op and post-op period. A large library of educational handouts are available for assignment to the patient's portal for continuous education.

## **REPORTS AND ANALYTICS**

Bariatric surgery requires collection of details that is not common in general surgery. My ProConnect was designed to capture all the data fields requested by MBSAQIP and other Center of Excellence programs. Reports are available for hospital programs to access data necessary for submission to these Center of Excellence programs.

## **SUMMARY**

My ProConnect is an EMR designed to connect healthcare providers with patients through a patient-empowering communication platform. An expert team of bariatric surgery professionals provided input, enhancing efficiency and reducing data redundancy from initial patient contact to surgery. The ability for the patient to enter personal medical history, view a summary of their clinic visit, track their progress during the insurance clearance phase, and securely message the practice, enhances accountability and provides an efficient, effective methodology for patient management and exceptional care.

Also, more important than the technical components of this software is ProNex's prioritization of uncompromising support and service. Every electronic medical record software has its good days and bad days. Some issues are unavoidable. Your technology experience is all about the integrity of your IT partner. In the end, it's all about the people. ProNex is truly committed to connecting healthcare providers to people.