

Criterion A: Initial consultation

Following is a (somewhat paraphrased) interview with Camille Fischer, Veterinarian from 2017-10-15

Ben Burrill: We talked earlier about a few different pieces of Electronic Medical Record (EMR) software you work with. What were their names?

Camille Fischer: I work with WoofWare and EVetPractice. Previously, I've used ClientTrack. We will be switching to EzyVet in the near future. All of these have some usability problems.

What are some things that make these different EMRs difficult to use?

Information tends to be scattered throughout the EMR interface. This is particularly a problem in EVet, where different the records are compartmentalized in a way that makes it difficult to get a comprehensive view of the patient. Information is also often stored across several PDF attachments, and I need to open several of them to find what I'm looking for.

What ideas do you have for IT solutions for your problems?

It would be helpful to have a condensed information about my patients easily accessible, along with a problems list. I would like to be able to search the records and attachments.

There are also some tasks I do frequently, like calculating resting and maintenance energy requirements and drug dosages. If these could be automated with information gathered from the EMR, it would be very convenient. When writing records for patients, it would also be nice to insert information about common conditions.

As I understand, both EVet and EzyVet are browser-based. What browser(s) do you use to work with EMRs?

I use both Firefox and Chrome.

I will need to have access to the site and at least one representative record for research and testing. How can I best do this without putting the confidentiality of your patients or the security of the system at risk in the eyes of your workplace?

I believe there are practice items on the site (EVet). Otherwise, we have practice records which you could use. I can communicate with tech support. Also, some tools, like the calculators, don't necessarily need to integrate with the EMRs.