

Pacifica Orthopedics & Rehabilitation & Cal-Med's Practice Expert EMR



Pacifica Orthopedics based in Huntington Beach, CA is multi-specialty medical group offering comprehensive medical care in general orthopedics, spine, hand & foot surgery, arthroscopy, chiropractic, neurology, physical therapy, psychology, pain management, rehabilitation medicine and sports medicine.

Dr. Wakim founded Pacifica Orthopedics in 1999 with the idea for a “one stop shopping” for patient care with a musculoskeletal injury. Pacifica Orthopedics & Rehabilitation’s mission is to “provide optimum musculoskeletal care. Our team offers each patient the greatest opportunity for maximum recovery and return to peak performance.”

Since opening the clinic Dr. Wakim and the seven doctors practicing there have been using Cal-Med Practice Expert Practice Management for the past 12 years and within the last three months they have started using

Cal-Med’s Practice Expert Electronic Medical Records.

Recently we talked with Dr. Wakim about choosing Cal-Med’s Practice Expert EMR as the EMR solution for Pacifica over all the other EMR solutions on the market. We also talked about what concerns he had in converting to an EMR solution and how the EMR fits in with his and the practices workflow.

Converting to an EMR Solution

Before converting to an EMR solution, Pacifica, like most practices used handwritten or typed patient charts. Knowing that advanced technologies were available and could help increase the patient’s health and experience, Dr. Wakim began the search for an EMR solution. The first EMR solution the Dr. Wakim tried was Office Ally, but after using the Office Ally EMR solution Dr. Wakim decided to return to Cal-Med and started using Cal-Med’s Practice Expert EMR. Dr. Wakim says he returned to Cal-Med because he was “not satisfied with the Office Ally product in terms of user-friendliness, support and customer service.” He decided to come back to Cal-Med as he has been a client for the past 12 years and knows the “high standards” of the software.

Concerns over an EMR Solution

In his original search for an EMR solution one of the concerns was finding an EMR solution that was certified, this was the main reason Dr. Wakim decided to go with Office Ally at first. This is a valid concern and Cal-Med now is in the final stage of testing for certification, Cal-Med has chosen not to rush the process and instead focused on usability, customization and workflow for the end user. Dr. Wakim says that “in Cal-Med not being certified they are continually making upgrades to the system for user improved functionality and have high standards and always respond to requests.” Cal-Med

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knows that an EMR solution will not be used by a physician unless it fits to the physician’s workflow and minimal downtime is incurred. At Pacifica the EMR has been folded into their workflow.

Adapting to the Physicians Workflow

Cal-Med’s EMR has fit into the workflow at Pacifica by allowing the doctors to become familiar with the system in which, they have found that the patient/exam process moves at a quicker pace by being able to produce reports and transcriptions. They are able to engage with the patient on a different level and get more detail.

At Pacifica they have intergraded the EMR solution in the exam room by having computers in the room during the exam process for direct input into the EMR and Dr. Wakim says that patients “like the advanced technology.” Dr. Wakim also notes that doctors that practice at Pacifica as a “requirement doctors here have to be up-to-date on the advanced technologies available. “ One of these ways that the EMR has helped in the advanced technologies is the features and abilities of the EMR.

They have customized many templates within the EMR to fit the musculoskeletal exam process and healing time and Dr. Wakim has found that some of the most beneficial features of the EMR have been he says, is “the user-friendly aspect, the PR1 and PR2 for Workman’s Comp and the exam chart.”



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