

La Jolla Vein Care Embodies a Patient-Centered Approach

Consistent clinical and financial growth

Since opening La Jolla Vein Care in 2010, Dr. Nisha Bunke, founder and medical director, has observed continued growth, year after year.

“We outgrew our previous medical suite and now occupy two medical suites in the same building. Our services have grown as well. We offer full-service vascular imaging, ultrasound diagnostics, and vein treatments,” said Dr. Bunke.

In 2017, La Jolla Vein Care acquired NextGen® Office as their EHR for a variety of reasons, including appointment reminders, scheduling, and the ability to create their own templates. What significantly stood out was the ease of billing the platform supports.

“I remember our billing manager expressed, ‘This is the best one that I found for the ease of billing.’ The revenue cycle management and collections are excellent,” said Dr. Bunke.

A patient-centered approach to care

Some of the more popular out-of-the-box features of NextGen Office are the ability to refill medications online and conduct virtual visits. The virtual visits help Dr. Bunke continue to deliver care amid the COVID-19 crisis.

“We’re completely patient-centered and customer service-oriented. We don’t overbook patients. All patients have at least 30 minutes; but we’re limiting patients so there aren’t too many in the office each day,” said Dr. Bunke.

Much of the virtual visits are dedicated to consultations. Most patients seek care for leg pain, varicose vein pain, swelling, etc. Sharing images via telemedicine has been a game changer for patient-provider interaction.

“From my point of view, it’s amazing and super easy. I love it. I literally click on the appointment type, which opens up the video, and the patient is there,” said Dr. Bunke.

Virtual visits open the door for many patients, especially those who might have to arrange for transportation.

“Everyone can take a picture with their phone. They can text a picture of their leg condition beforehand via secure text messaging. I can obtain vital information from the telemedicine visits,” Dr. Bunke added.

CLIENT PROFILE

La Jolla Vein Care

Founded: 2010

Founder: Nisha Bunke, MD, FAVLS, RPhS

Location: La Jolla, CA

Practice Size:

- 2 full-time physicians
- 2 part-time physicians
- 10 staff members

Accredited by the Intersocietal Accreditation Commission (IAC)

NEXTGEN HEALTHCARE SOLUTION

- NextGen® Office

HIGHLIGHTS



Ability to meet patients wherever they are with virtual visits



Increased patient communication with texting features



Virtual waiting room eliminates need for physical waiting room

COVID-19 arrives in Southern California

Just before COVID-19, La Jolla Vein Care decided to take their patient engagement strategy to the next level. They adopted Doctible—a patient communication platform that partners with NextGen Office—to optimize communication between the practice and patients.

“The texting features are popular with patients. They like to text more now than talk when making appointments and asking brief questions,” said Dr. Bunke.

COVID-19 changed care delivery in a myriad of ways. Before COVID-19, the clinic saw approximately 35 patients a day. During the pandemic, the clinic sees about 18 patients a day.

“Doctible’s virtual waiting room eliminates the need for patients to wait inside the office and promotes a contactless check-in. We can text them links for new patient forms and the COVID-19 screening questionnaire beforehand. Patients love it. They wait in their car, and they text us that they’re here. We tell them to come up when the room is ready,” said Dr. Bunke.

Dr. Bunke does not see the clinic eliminating any of their virtual solutions from their service catalog.

“For the foreseeable future, I think patients will prefer to wait in their car rather than wait in the lobby. The entire check-in process is convenient and streamlined with Doctible’s virtual waiting room. With the dashboard, it’s nice because you’re constantly monitoring who needs to come in and who is already here,” said Dr. Bunke.

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Dr. Nisha Bunke
Founder and Medical Director
La Jolla Vein Care



HOW CAN WE HELP YOU?

Partner with AVS Medical 877-975-9160 or sales@avsmedical.com

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