



Pinehurst Chiropractic

Chiropractic doctor creates better connections with patients while maintaining compliance with Toshiba tablet

Opened in 1983, Dr. David Kirdahy's Pinehurst Chiropractic Clinic values each patient's unique needs. Using the Toshiba Portégé Z20t 2-in-1 detachable PC and Microsoft Windows 10 Pro to record patient information in real time allow Dr. Kirdahy to maintain compliance while improving patient satisfaction.

Business situation

After practicing in Washington for more than 30 years, Dr. Kirdahy has developed close connections with his patients. "I've worked on people who eventually become grandmothers, then I end up working with their children, and even their children's children," said Dr. Kirdahy. "The real fun of working is talking to all these different groups of people and helping them feel better."

To maintain patient relationships and adhere to the rules mandated by the Health Insurance and Portability Act (HIPAA) and insurance companies, Dr. Kirdahy records information exclusively on a tablet in real time as he is meeting with his patients.

"While interacting with a patient, writing notes on paper is more approachable," explains Dr. Kirdahy. "But insurance companies need the information in a certain format for approval, making a tablet the best of both worlds." Dr. Kirdahy needed an easy-to-use, better-performing solution to replace his Motion Computing Windows 7 tablet.

Solution

Pinehurst Chiropractic found its solution with the Toshiba Portégé Z20t detachable 2-in-1 PC running Windows 10 Pro. They loaded all patient information including insurance, appointments, and payments onto the secure Portégé Z20t for use as a complete practice manager.

For more mobile work throughout the clinic, the Portégé Z20t transforms from a 1.48 kg laptop into a 699 g tablet. The ubiquitous driver support, software integration, and reliability of Toshiba paired with the touchscreen Wacom digitizer delivers the ideal solution for Pinehurst Chiropractic. "The Portégé Z20t offers a rich experience that's quick to learn, easy to use, and great for allowing you to stay connected with your patients," said Dr. Kirdahy.

Benefits

By running Windows 10 Pro on the Portégé Z20t, Pinehurst Chiropractic has seen improvements in patient satisfaction, data security, and compliance processes. "Our job is to return the body to its normal function," Dr. Kirdahy said. "Using Windows 10 Pro on the Portégé Z20t absolutely allows us to focus on that goal with added levels of capability."

Enhances patient relationships

Outstanding patient care is the top priority at Pinehurst Chiropractic. The tablet functionality of the Portégé Z20t circumvents the intrusiveness of a full laptop during an appointment. Recent studies discovered that doctors using electronic health records (EHR) systems spend about a third of patient visits looking at a screen, making patients unhappy. However, with the combination of Windows Ink and the advanced Wacom digitizer pen on an anti-glare screen, the Portégé Z20t

2-in-1 detachable PC offers a handwriting experience that Dr. Kirdahy and his patients feel preserve the personal nature of visits. "The important thing, from my perspective, is being able to give my patients my full attention," he said. "I can nurture that connection with my patient and discuss what I've done with them and what I'm planning to do with them, all while I'm digitally recording their progress."

Supports insurance claims and compliance

Once with a patient, Dr. Kirdahy can use the tablet to document the information that insurance companies need to approve for each visit. As insurance claims become more complex, Dr. Kirdahy takes advantage of applications to assist with insurance compliance.

Dr. Kirdahy is also more confident that built-in Windows 10 security, including Windows BitLocker, on the Toshiba Portégé Z20t will help protect patient data. BitLocker encrypts your data on your device, so you're more protected, even if it is lost, or stolen.

"Using the Toshiba Portégé Z20t to store our records more securely has really helped us simplify our communication with insurance companies," Dr. Kirdahy said. "It's great to know our data is better protected and easy to access within seconds before a patient's appointment."



Increases productivity

Throughout the day, whether it's taking notes during patient visits or annotating medical images using Windows Ink, Dr. Kirdahy is continually on his tablet. "My biggest frustration when I was using my previous tablet was the short battery life," says Dr. Kirdahy. "I had to charge it constantly between patients' visits. It's amazing to have 10 hours of battery life on the tablet and up to 19 when it's attached to the keyboard."

The quick and easy setup of Windows 10 Pro on the Toshiba Portégé Z20t made for an easy transition from paper to electronic medical records and integrated smoothly with WonderDoc, the Electronic Health Record (EHR) solution that the practice uses.

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The Portégé Z20t not only detaches for a true tablet experience but also offers an outstanding back-lit keyboard experience for efficiently composing emails or conducting other productivity work. This helps cut down on the overall time spent on administrative tasks. And the advanced handwriting recognition features of the tablet ensures that Dr. Kirdahy only has to write down patient information once for it to be captured correctly in WonderDoc. "Compared to my last tablet, the handwriting analysis is much better. I'd have to write things out six or seven times sometimes to get it right. But now, it'll recognize what I'm writing straight away. It's a big timesaver.

"The Toshiba Portégé Z20t with Windows 10 Pro is more than just a detachable 2-in-1 PC; it's a new way to run a business," says Dr. Kirdahy.

Toshiba Portégé Z20t features

- 2-in-1 detachable PC High-Resolution display with Full HD support 1080p for amazing color, clarity, and contrast.
- DTS Studio Sound™ for immersive surround sound experience ever offered from videos and music.
- Wacom digitizer with 2,048 points of sensitivity for advanced levels of handwriting recognition
- Business Connections—VGA, DVI, HDMI, RGB, Ethernet LAN, USB Ports with sleep and charge and a bridge media adapter
- Toshiba's EasyGuard® Technology—built into all Tecra and Portégé business laptops—for an added blanket of protection and convenience to help you go mobile with confidence
- Touch, swipe, pinch and zoom with the 10-finger multi-touch display
- Premium magnesium alloy chassis, shock-absorbing design, and a unique honeycomb reinforcement structure for increased rigidity and durability

Windows 10 Pro features

- Windows 10 Pro provides you the powerful essentials you need with comprehensive, built-in and ongoing protection.
- BitLocker: BitLocker encrypts your data on your device and even on your USB drive, so you're more protected.
- Windows Update for Business Windows 10 Pro keeps itself up-to-date with market-tested security updates and new features to keep your system current for the supported lifetime of the device.
- Windows Ink: Quickly turn thoughts into action with the power of Windows Ink.
- Pen and Touch: From traditional keyboard to voice, pen, touch, and gesture.
- Tablet Mode: Use your laptop like a tablet