

New York City DPM Cites Ease of Patient/Doctor Communication Using CaptureProof

“CaptureProof makes my practice more efficient in many ways.”

By Emerson Shiang

Dr. Sid Sharma, DPM FAPWH, is a board-certified podiatrist practicing in New York City. In this interview, Dr. Sharma shares how he integrates CaptureProof into his practice to improve outcomes, patient satisfaction and efficiency.

Q: How does CaptureProof impact your busy podiatry practice?

A: CaptureProof makes my practice more efficient in many ways. In the first 5 months, I have used CaptureProof to more accurately triage patients, manage post-op incisions, remotely monitor wounds and even provide reassurance to anxious patients. CaptureProof gets the entire care team on the same page so we provide better care for our patients. Another improvement is the auto-organization of photos and video, both chronologically and comparatively. CaptureProof provides accurate and easy-to-use reimbursement documentation—especially for Medicare patients.

Q: Can you give an example of how you've used CaptureProof in your workflow?

A: Patient X had an Austin bunionectomy mid-August. Before his scheduled post-op appointment, he contacted my office with concerns about the way his incision was healing. The patient thought he saw a lot of blood. He questioned if he should be seen sooner—or even go to the ER. Using CaptureProof, my nurse sent him a media Rx, asked for the exact image we needed to see if he was stable. He followed the instructions via email, signed up for CaptureProof, took a photo of his foot, and securely shared it back with us. I then logged onto CaptureProof on my phone and saw the photo in his CaptureProof chart. It was clear that all was fine. I instantly reassured him through a quick dictated note that the red on his dressing was not blood but rather betadine solution. His anxiety was markedly reduced and he was seen at his scheduled appointment. It was as easy as texting.

Q: How has CaptureProof impacted patients in your

practice?

A: CaptureProof has helped me reassure my patients. Many of my patients are dealing with complex problems and many providers, resulting in very high stress situations.



Dr. Sid Sharma

I recently saw Patient Y, a diabetic with a significantly cellulitic toe secondary to a paronychia. Early September, I performed a nail avulsion in the office, and started her on foot soaks and PO ABs. She lives far from my office, has mobility challenges, and lacks access to reliable transportation. Before CaptureProof, my team had to rely on verbal descriptions to reassure patients—this was challenging and time consuming. Now with CaptureProof, Patient Y shares pictures of her toe bi-weekly. My team can flag issues before they become more serious—and bring her into the office only when needed. Patient Y went from one of my most frustrated patients to one of my most satisfied.

Q: Have you seen any impact in outcomes?

A: CaptureProof has improved healthcare outcomes through video review and its automated comparison. This is now key to our gait analysis assessments of seniors for fall prevention. With CaptureProof I can easily find patients' videos, automatically compare them side-by-side, easily detect shifts in pressure and identify patients with high fall risk. These videos on CaptureProof lead to better triage so we see the most urgent cases fastest. CaptureProof acting as a visual health record shows the true picture or video of the patients' symptoms, especially the pattern over time, and this helps me more accurately and more expediently find the right diagnosis and treatment protocols. The patient and I can clearly see if they are getting better or not.

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