

# RON MELLES, MD

OPHTHALMOLOGY, REDWOOD CITY

## 2002 Sidney R. Garfield, MD EXCEPTIONAL CONTRIBUTION AWARD

In 1995, in an effort to improve the quality of care in his department, Ron Melles, MD, created a computer system to track patients at every step during their visit.

With the information gleaned from the system, the Ophthalmology Department was able to significantly improve efficiency while enjoying a corresponding 10-point improvement in their MPS scores.

In 1997, his program came to the attention of the Chiefs of Emergency. His modified system, now called TrackER, is an automated, real-time, patient tracking system that meets the demands of regulatory agencies and has helped streamline and improve the quality of Emergency Department care.

Meanwhile, Dr. Melles went back to his computer and developed another well-received program called Notewriter, which he describes as "a user-friendly, front-end into CIPS."

