

A HEALTHCARE GROUP'S CATALYST FOR GROWTH



The Problem

It's challenging for small medical practices to remain independent in today's competitive market. With small margins in reimbursement, increases in overhead, and the constant cycle of technological upgrades, most are forced to either join a major network or close their doors. In response to this growing challenge, a group of providers joined together to form a management services organization (MSO) that would streamline the backend of patient care. They soon brought on 40 medical practices across South Carolina, providing them with business intelligence, revenue cycle management, practice management, and financial services.

As they began to consider launching nationwide, however, there was one glaring problem: their IT environment. The MSO was facing an aging system, frustrating IT support, and hundreds of thousands of dollars in pending hardware and software upgrades. They needed a scalable way to streamline their IT process, centralize their data, and easily scale as they expanded across the country.

The Solution

The CompleteCloud Platform turned out to be the catalyst they needed to launch nationwide. By moving to CompleteCloud, the MSO could immediately update all server and site hardware and software at no capital cost. Their data was immediately moved into remote and secure data centers, providing them with the centralized infrastructure they desperately needed. CompleteCloud also provided a centralized, US-based, 24/7 support center to support their entire network whenever they needed it.

Enhanced Security:

As a healthcare organization, cybersecurity and meeting HIPAA compliance standards were a priority. With CompleteCloud, all corporate and patient data is now protected and secured by SSAE 18 II data centers and CompleteCloud HIPAA Security Bundle, safe from being compromised through any manner of cyber or physical threats.

Scalability:

CompleteCloud's per user per month utility service model provides a consistent and predictable budget and makes bringing on new practices easier. In the same way that the MSO alleviates day-to-day administration for their physician network, CompleteCloud alleviates the MSO's technical concerns so they can focus on growth and quick onboarding.



Improved Patient Outcomes

The MSO was also able to leverage CompleteCloud's VOIP solution which centralized calling capabilities and provided in depth visibility into call reporting. The robust admin tools allowed them to monitor call queues, resulting in improved call abandon rates and, in turn, more patients receiving care.

Easy eCW Access:

With a continuously growing network of medical offices, avoiding downtime is crucial. Since the organization's eClinical Works EMR is hosted by CompleteCloud, it's always available. Whether practitioners are bouncing between sites or working remotely, reliable technology is a constant.



By the Numbers

40 offices

90 providers

850+ staff members

90% of support cases resolved in <30 min

\$1,000,000+ in hardware savings

0 data breaches