

PROXIOS CASE STUDY

Proxios Improves Efficiency and Supports Daily Operations of Mobile Medical Business

The Client: Employing in-house schedulers, triage nurses, administrative support staff, and of course health care providers, the goal of Physicians Home Visits is to offer the best in remote medical care. Based in Winston-Salem, NC, its physicians and nurse practitioners see their patients about once a month. The company values the age-old tradition of eyes on the patient for a completely accurate assessment.

The Challenge

Physicians Home Visits (PHV) is a fully remote medical practice, where 100% of patient visits are off-site, at their residences. While good notes are important to any health organization, this is especially the case with a mobile practice such as PHV. Over the past few years, the medical industry on the whole has evolved to fully using Electronic Medical Records (EMR). The physicians and nurse practitioners with PHV find the reliability of this resource especially important with the on-the-go nature of their daily visits.

However, physicians are obviously professionally trained in medicine – not technology. Therefore, health care providers, those in the PHV network included, may not be as tech-savvy as others in a business environment. This means the computer environment must be especially user-friendly, not to mention reliable and secure, when dealing with such confidential information. Detailed notes are crucial to the livelihood of the business, as is quick, dependable access to records and the ability to communicate with providers as needed.

In addition, because PHV started as a smaller organization of around 15 employees, each time a new employee was brought on-board, the process became a time-consuming hassle. Someone would have to take on the responsibility of purchasing new hardware and installing the software for the employee. With a small, yet busy remote practice, every employee's time counts, so there really is none to waste on the challenge of dealing with IT complications.

As the company grew, the management team felt there had to be a smoother, more effective way to handle this important process, and they tasked Tim Flavin, Chief Executive Officer, and Laura Campbell, IT Coordinator to find the best solution for the business's future.

The Solution

Because paper files are now obsolete and Physicians Home Visits is an entirely mobile business offering, the right solution was a critical decision to make. After considering various offerings from several suppliers, the business chose to partner with Proxios, as PHV had been truly looking for a complete solution



where all their needs, from the data center to the laptop, could be met and concerns resolved. The Proxios offering of Information Technology as a Service (ITaaS) represented a perfect match to the challenges PHV had been facing.

As the IT Coordinator, Laura Campbell, understood the business and its needs better than anyone and could serve as the liaison between her own company and Proxios. The hope was that her IT knowledge, coupled with the proper support from Proxios, could really facilitate the partnership and complete the process.

In going with Proxios, PHV became the beneficiary of computing from a virtual desktop, meaning that wherever an Internet connection was available, the



PHV employee's desktop was immediately accessible including the EMR software, email and Microsoft Office. This has allowed PHV employees to quickly and effectively communicate with all involved, and have immediate access to applicable patient records.

The Results

The entire team at Physicians Home Visits has seen expectations exceeded with the services and support offered by Proxios. One of the most beneficial aspects of working with the Proxios virtual desktop is the ability to work remotely and with in-office employees in a stable environment while exchanging health care information securely and in "real-time". Before using an EMR system within the Proxios desktop, the EMR system and other applications were not as easily accessed throughout the day with remote connections. When working in a stable IT environment such as the Proxios virtual desktop, users can communicate and exchange electronic information immediately. This is a major benefit in a scenario such as when a physician or nurse practitioner's patient instructions or medication information needs to be shared securely and immediately with a triage nurse in the office. Now, nurses have all necessary information available to them, almost instantly. This obviously helps the patient and benefits the entire business.

In addition, the ease-of-use factor is huge; as earlier mentioned, health care providers don't have the training or time

to waste on working with an unstable IT environment or unreliable EMR system. Proxios has worked directly with the EMR provider and PHV to eliminate common errors and provide a more dependable system to allow for physicians to enter the best notes, as efficiently as possible. This is imperative in offering the best in patient care and overall operations.

New hires no longer require expensive hardware or software upgrades because everything is cloud-based. This makes onboarding new employees much easier, and this is especially important considering the staff total is now up to 40 employees.

PHV has also been pleased with the personalized, knowledgeable support offered by Proxios, from the top level executives to the tier one support staff. Campbell feels having direct contact with this support has made a world of difference. Proxios prides itself on the "human-ware," or the personalized element the company can offer, and this characteristic is evidenced in the communication PHV has experienced. Proxios had brought in a team to meet with PHV, including the Proxios CEO Steve Fey, who got right to work with PHV, whether it was a high-level solutions discussion or solving a printing problem. This impressed Campbell, who has found the Proxios team on the whole to not only be helpful, but very friendly and informative on a day-to-day basis. She noted that the team really takes the time to build a direct relationship with clients and understand specific needs.

With a growing staff, and an increasingly smoother way to securely manage patient records, Flavin believes that Physicians Home Visits' partnership with Proxios has set the benchmark for excellence in services and performance. There has been a significant increase in the efficiency and professionalism of the entire organization.

"Proxios sets the benchmark for services and performance. The efficiency and professionalism of our organization have increased since working directly with Proxios."

- Dr. Henry Tripp, Owner



CASE STUDY

Proxios is headquartered in Richmond, Virginia and is in the business of IT as a Service (ITaaS). As a pioneer in the field beginning the cloud journey in 1999, we have proven knowledge and experience to move customer infrastructure to the cloud, freeing customers to do what they do best, driving real business value from the applications that help run your business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting.

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