

## HEALTHCARE CASE STUDY: FOCUS ON PATIENT CARE, NOT OFFICE IT

### About the Client

#### Mission

Set the local standard for treating illness in an empathetic and supportive environment; go beyond the basic needs of patients in guiding them through complex medical problems as the patient's main health care professional; focus on the whole person with an emphasis on prevention; take ownership of a patient's total medical care by serving as their chief medical advocate.

#### Overview

- 15 user medical practice
- 2 locations

#### Operational Challenges

- Poor connectivity in some patient rooms
- Aging equipment
- Out-dated applications
- HIPAA compliance
- Insufficient security
- Difficulty scaling up
- Limited storage capacity
- Hard to keep current with IT best practices
- Remote work difficult
- Frustrating phone system
- On-premise support required
- Inconsistent IT standards
- Unpredictable IT costs

### Client Objectives

#### Focus on high-quality patient care, not IT

1. Improve patient throughput
2. Reduce security risks
3. Upgrade phones and communications
4. Improve office-to-office communications
5. Upgrade video conferencing
6. Allow for remote access

### What We Did

#### Delivered better, faster IT with newer equipment and superior support

- Moved to cloud-based data center
- Moved to SaaS-based architecture (Office 365)
- Standardized IT to improve maintenance & support
- Increased redundancy
- Provided support with broad expertise

### Client Testimonial

"Proxios is the proactive IT partner that our practice needed. The Proxios team makes sure that our IT is up-to-date and HIPAA compliant. With more reliable and secure technology, we're able to spend more time building personal connections with our patients and providing them with the high-quality care they deserve."

- Dr. Ken McDowell, D.O., President & CEO



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