

Providing a seamless patient experience with Electronic Health Records (EHR) + vcita



Sarah Purdy has always had a passion to help those around her. Having worked for many years as a Physician's Assistant in a medical clinic, in 2016 she decided to make a bold move to become a telemedicine entrepreneur.

Focusing on delivering complete and compassionate care in a non-judgmental environment, Sarah puts her client's experience first. Through her online practice, **Today Telemedicine**, she is able to treat a wide range of medical conditions ranging from depression, anxiety and mental health to UTI, colds, COVID screenings and wellness visits. Sarah makes healthcare accessible and uncomplicated for all involved.



Now vcita is my hub, and my EHR is just charting and sending labs. vcita does everything else.

CHALLENGE

Creating a seamless experience all round

Sarah was looking for ways to minimize administrative overhead and hoped to find one automated platform that would tackle as many back-end tasks as possible. She knew her patients preferred being independent and would be thrilled to find "self-service" options.

Many hospitals connect a patient portal to their electronic health record (EHR) so patients can independently access their health records as well as schedule appointments, communicate with their physicians, and perform other tasks without calling, waiting on hold, or leaving messages. This is what Sarah's patients were used to and what they expected.

But for private practitioners, these programs are cost-prohibitive. Sarah was determined to find a "mini" version of this model for her private practice, so she could too offer the seamless patient experience.



SOLUTION

vcita's comprehensive automated tools to support her EHR needs



Client portal

Many healthcare providers use EHR \EMR apps to manage their patient records, prescriptions and communication. These applications offer a HIPAA-compliant level of data security and support common healthcare needs including:



Advanced intake forms



Billing via insurance



Templates that support healthcare codes for post-appointment documentation

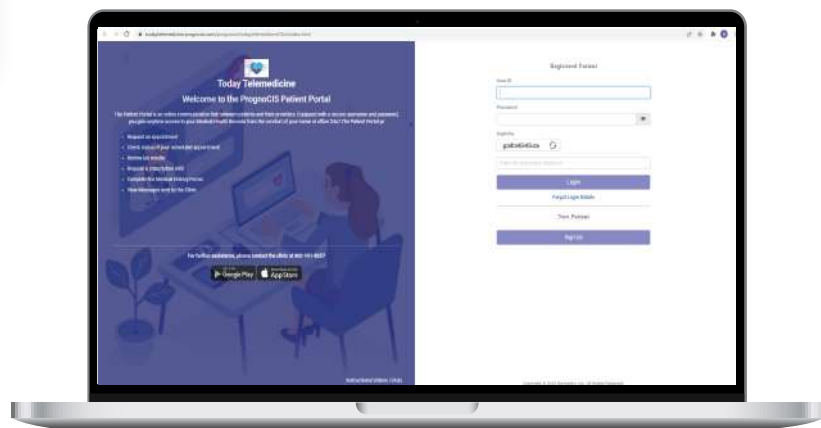
It's friendly, accessible, easy to engage with and covers all my HIPAA security needs.

But EMR systems are often clunky and counterintuitive for patients, especially in comparison to vcita's **online automation platform**.

When Sarah discovered vcita, she was blown away.

vcita provides patient self-scheduling, real-time two-way communication, secure submissions and exchange documents, **automated scheduling** that can handle multiple time zones and more. Sarah discovered that she could use her EMR for the more technical back-office tasks while relying on **vcita** to create a seamless patient experience.

After all, the secretary at the front desk sets the tone for the whole office. For Sarah, vcita is the first and last line of communication for her patients.



RESULTS

Happy patients and a thriving practice

As an independent provider, Sarah believes that how she communicates with her clients is important. By customizing her communication with her patients, Sarah's no-show rate dropped significantly and with vcita's patient portal, her

patients' needs are met and they couldn't be happier.

Sarah now has more than 200 active patients and is sufficiently equipped to relocate and grow her business wherever she chooses to go next.