

CASE STUDY

PANHANDLE ORTHOPAEDICS REVOLUTIONIZES IT PLATFORM WITH HELP FROM DEDICATED IT

COMPANY PROFILE

Since 2004, Panhandle Orthopaedics has served patients in Florida's Panhandle (from Pensacola to Tallahassee) as well as in southern Alabama and Georgia. It has grown to be one of the area's leading institutes for orthopaedic services—including joint restoration and preservation, sports medicine, workers compensation, and personal injury.

- ✓ **ORTHOPEDICS**
- ✓ **3 LOCATIONS**
- ✓ **1 PHYSICIAN**
- ✓ **35 EMPLOYEES**
- ✓ **MODMED**

HOW PANHANDLE ORTHOPAEDICS IS **REVOLUTIONIZING ITS** IT PLATFORM WITH HELP FROM **DEDICATED IT**



SITUATION

TIME FOR A CHANGE

Because one of Panhandle Orthopaedics's goals is to create happy and satisfied patients, the practice has to run smoothly. Consequently, the practice required a solid IT infrastructure and reliable IT support. Unfortunately, it had neither of those things.

Nicole Mayo, Panhandle Orthopaedics's practice administrator, was extremely unhappy with its IT vendor.

"There was a serious lack of communication between the vendor and us," said Nicole. "Getting an issue resolved, even simple issues, was very difficult. I felt like we were just a client on the roster because the vendor didn't take time to truly understand how our business was structured to determine the right IT course for us to follow."

After a couple of years of dissatisfaction, Nicole was determined to change the practice's IT vendor. Knowing that Panhandle Orthopaedics didn't have the necessary IT resources, she sought out the best solution for the company's situation.

"I definitely wanted to work with a vendor that understood the healthcare world," said Nicole. "There're so many legal issues surrounding IT in healthcare, and it's crucial that our vendor knows the requirements and what we need to do to comply."

Knowing exactly what she wanted and aware of the various IT companies on the market, Nicole didn't hesitate to go straight to Dedicated IT for help.



NICOLE MAYO

PRACTICE ADMINISTRATOR



In addition to what we contracted, the team at Dedicated IT has solved many other issues that we didn't know we had. Working with them has been nothing but pleasurable."

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SOLUTION

A MORE FUNCTIONAL INFRASTRUCTURE

Dedicated IT specializes in IT support and technology solutions specifically for the healthcare space. The company's goal is to deliver best-in-class managed IT services.

Thanks to the work done by the previous vendor, Panhandle Orthopaedics's IT infrastructure was in bad shape.

The Dedicated IT understood that Nicole and her team didn't know what they didn't know and stepped in to provide the expertise that Panhandle Orthopaedics didn't have.

"I enjoy working with the team at Dedicated IT because they are very trustworthy," said Nicole. "They've proven to be very reliable. Its team is very knowledgeable and very friendly, and, perhaps more importantly, they've taken the time to know our company and how we function."

Nicole envisions developing more functionality for Panhandle Orthopaedics's IT infrastructure over the next few years, and the Dedicated IT team will be there to lead the way.

RESULTS

SET FOR SUCCESS



EFFICIENT AND RELIABLE IT INFRASTRUCTURE

Panhandle Orthopaedics now has an IT infrastructure that is solid, efficient, and capable of growing with the practice.



PERSONALIZED CUSTOMER SERVICE

"We work together so well," said Nicole. "The Dedicated IT team is very responsive and they take the initiative when necessary."



THREE-YEAR IT ROADMAP

The team at Dedicated IT developed a roadmap that, over the course of three years, will revolutionize Panhandle Orthopaedics's IT infrastructure.