HEALTHCARE CENTER OUTGROWS MANAGED SERVICES PROVIDER

Northeast Digestive Health Center in Concord, NC is dedicated to having a comprehensive practice providing treatment and care for individuals with conditions affecting the digestive tract, liver, pancreas and biliary tree. Complete with a staff of 10 board-certified gastroenterologists, Northeast Digestive offers patients top-notch, state-of-the-art care. But that’s what they weren’t getting from their information technology provider— and that was a big issue.

“As healthcare has become more and more technologically reliant, we needed someone that could support that growth and development, and our other vendor just couldn’t do it. Although they tried,” said Laura Henry, Administrator.

Northeast Digestive had been working with the same technology provider for over 15 years, but they were realizing they were just outgrowing their needs.

“I met Miles [from Biz Technology Solutions] from the North Carolina Medical Group Managers Association (NCMGMA) a little while back in Savannah, GA. We had this ongoing struggle with growth, and had considered going with another company quite a few times. Then I met Miles, and we decided to meet with Biz Tech. That was interesting,” said Henry.

Account Manager Miles Jahns and Coordinator Luke Ronkowski remember the initial meeting as being very interesting and quirky, but Henry says that’s part of what drew her company in. Henry believes that having someone who can manage multiple levels of technology in the healthcare realm is a major bonus. Being able to handle the multiple interfaces, the electronic medical records system and newly switched practice management system as a new vendor was vital to their ongoing success as a top-notch healthcare center.

“The meeting was definitely not stiff, but that’s ok, because we [Northeast Digestive] aren’t either. But I was really impressed with the idea of meeting once a month so everyone is up-to-date and to have a strategic plan in regards to IT,” said Henry.
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Henry says the service from BTS goes beyond her expectations and she particularly appreciates the way to-do items are ticketed, and should she ever need to, she could generate a report on each ticket, adding “we are given very good updates on where our ticket is, and I really appreciate that.”

“Honestly, I don't think there is anything I don't like about working with Biz Tech. Even if something has been out of scope, they have always been very helpful in trying to fix any issue,” said Henry.

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“It was great to finally have a vendor who could do all of those things plus manage our hardware, software manage all of the updates, malware and so on...But also to receive reports so we could really have a better understanding of where we are from that perspective,” said Henry.