



Lowcountry Urology Clinics (LUC) Charleston, SC [www.lcurology.com](http://www.lcurology.com)

## EXECUTIVE SUMMARY

Lowcountry Urology Clinics (LUC) is a private healthcare practice specializing in the treatment of urologic conditions ranging from infertility, urinary tract dysfunction, prostate cancer treatment and kidney cancer to laparoscopic and robotic surgery, advanced stone diseases and female urology. The practice consists of thirteen physicians – as well as nurses and support staff. LUC offers six office locations covering the entire Charleston, SC area.

## CHALLENGE

LUC's Director of Operations, Terri Donovan, became increasingly frustrated by the amount of money she was required to spend to host and utilize her clinic's EMR system.

In July 2014, she decided 'enough was enough' and began searching for a more suitable solution: either replace their existing EMR system altogether – or find a 'less expensive' way to 'operate' their existing system.

On a side note, LUC at that time was employing one full-time, in-house IT executive to handle ALL responsibilities and duties across the clinic's six locations.



## SOLUTION

The Solutions Team proposed its IT Live (Hosted EMR) and Virtual IT (IT Outsourcing) solutions as a cheaper alternative to switching to an entirely new EMR platform.

## RESULTS

Through IT Live, LUC significantly reduced their hosting fees, and avoided spending additional money and time training their staff to operate new technology.

Through Virtual IT, LUC empowered The Solutions Team to manage their entire IT infrastructure for one flat monthly fee – equal to what LUC was paying their in-house IT executive. The Solutions Team provides a much-needed 'team' of experienced IT support personnel directly to LUC's entire staff – enabling Terri to spend less time worrying about IT problems and more time running the clinic.