

EXECUTIVE SUMMARY

Southern Eye Specialists (SES) is a state-of-the-art ophthalmology practice offering medical and surgical eye care to patients of all ages. SES specializes in the long-term care of patients with glaucoma, macular degeneration and cataracts. SES also treats neuro-ophthalmic disorders and other systemic medical conditions caused by hypertension – as well as eye infections, ocular allergies, dry eyes and eye injuries. The practice, consisting of Dr. Andrew Dannemann and his staff, serves the Wiregrass and Panama City, Florida area.



SOUTHERN EYE SPECIALISTS

Southern Eye Specialists (SES) Dothan, AL southerneyespecialists.net

CHALLENGE

SES was experiencing a host of performance related issues caused by their legacy IT system and vendor. A major concern for the practice was the continued difficulty integrating and adding/upgrading vital solutions to their system.

Additionally, SES felt the level of IT support they were receiving from their vendor was insufficient in terms of meeting the day-to-day needs of the practice.



SOLUTION

The Solutions Team proposed its IT Live (Hosted EMR) solution as a more cost effective alternative to regularly paying for hardware additions/upgrades or replacing their dated IT system entirely.

RESULTS

The solution has drastically improved the overall performance of Southern Eye Specialists' system and eliminated all issues. Additionally, SES is saving money on hardware upgrades/replacement, while reducing recurring monthly hosting fees - and receiving a higher, more responsive level of IT support in the process.