

A SPECIAL FREE REPORT FOR SPECIALTY PRACTICE ADMINISTRATORS

The Practice Administrator's Guide To Using AI

How To Use AI To Fix Billing, Coding And Back-Office Drudgery **Without** A HIPAA Violation And Six-Figure Fine

INSIDE THIS REPORT YOU'LL DISCOVER:

- The 4 biggest problems practice administrators face with AI, and exactly how to handle each one.
- How to safely start using AI without violating the new 2025 HIPAA Security Rule updates.
- A vetted list of HIPAA-safe AI tools for documentation, billing, scheduling, and patient communication — in plain English.
- The one critical step you must take before letting AI touch a doctor's note, pre-op instruction or patient letter.
- 5 questions to ask any AI vendor before enrolling in their services.
- A 7-step plan to using AI that you can start today.

America's Trusted IT Partner For Multi-Location Surgical Specialty Practices

About The Author

The Solutions Team is a full-service IT company that specializes **exclusively in specialty surgical medical practices** across the United States.

Whether you are an independent practice or part of a larger group, we deliver more than computers that work. We deliver IT support built around the unique demands of a medical practice — where an IT failure costs money, disrupts patient care, and in the worst cases threatens the life of the practice itself.

The CEO, Todd Gooden, built the entire company around a single rule:

"Never sell a service to a client that I wouldn't sell to my grandmother."

It sounds obvious. In the IT industry, it almost never happens.

Most IT companies make their money the same way your least favorite insurance rep does — steering you toward products that pay them the highest commission, recommending extras you don't really need, nickel and diming you over everything, and locking you into long-term contracts you didn't fully understand. They call themselves "partners," but act like salespeople with a quota to hit. **Todd started The Solutions Team in 2015 with a different idea entirely:**

"I kept watching practices get oversold on technology they didn't need and under-supported on the basics that actually protect them. Nobody was thinking about what these practices actually do — they treat patients. That's a completely different environment than a law firm or an accounting office, and it requires people who understand it."

That's why The Solutions Team was built to serve surgical specialty practices exclusively — oral surgery, ENT, OB/GYN, dermatology, plastic surgery and orthopedics.

We support practices on a predictable, flat monthly fee — no surprise bills, no per-project charges, no labor invoices that show up out of nowhere. Every team member is based in the United States. Every client gets the same level of support whether they have one location or fifteen.

The advice in this report is not a sales pitch. It's the same guidance we give our own clients — the practices that have trusted Todd and his team with their technology, their data, and their patients' privacy for years.

The 4 Biggest Problems Practice Administrators Are Facing With AI

You don't need anyone to tell you that running a specialty practice is not an easy job.

Your physicians are behind on documentation. Your billing team is drowning in denials. Someone on staff spends the better part of their week making pre-op calls. Your front desk is juggling scheduling, phones, insurance verification, and patient questions simultaneously — with the same number of people they had three years ago.

Then AI shows up.

And on the surface, it sounds like the answer you've been waiting for: faster, more accurate patient notes; easier billing; automated patient communication; less time chasing prior authorizations.

The marketing promises sound impressive. Every conference has three sessions about it. Every vendor has suddenly "built AI" into their product.

So in the little spare time you have, you start trying to research what AI actually is and how you can use it.

And that's where it gets worse.

Problem #1: The Information On AI Is Overwhelming

Type "AI for medical practices" into any search engine and you will be buried. Hundreds of articles, tools, webinars, white papers, and LinkedIn posts from people who discovered AI last Tuesday and are now publishing daily thought leadership about it.

Most of it is written for a general audience or for large hospitals with full IT departments — not practitioner-owned specialty practices with a handful of doctors, a lean administrative team, and a practice administrator already doing the job of four people.

The result isn't clarity. It's noise. And the noise has a cost: practices either freeze entirely, afraid to touch anything — or they move forward without enough information and make decisions they'll regret.

Neither outcome is acceptable when you're responsible for protecting patient data.

Problem #2: Most Practice Administrators Can't Figure This Out On Their Own

Everyone is talking about how "easy" it is to use AI to replace entire staff functions. But the people saying that don't have to live with the consequences of getting it wrong.

You do.

You're the one who gets the call when something breaks badly. You're the one sitting across from the physician owner trying to explain how patient data ended up somewhere it shouldn't be. You're the one managing the fallout when a staff member used a free AI tool to draft a patient letter and didn't realize they'd just handed protected health information to a third-party server with zero compliance protection.

Not being a technology expert doesn't make you careless. It makes you human. You can't just download an AI app and experiment to see how it works. You don't have the time, the inclination, or the expertise to do that safely.

Yet you are being pressured to figure out how to use AI to lower costs, do more with less, and tame the office chaos.

Problem #3: You Don't Know Who To Trust

In the last eighteen months, a significant number of people have declared themselves AI consultants, AI strategists, and AI implementation specialists — with little more qualification than having used ChatGPT for a few months and attended a conference.

Almost none of them have working knowledge of HIPAA, the 2025 Security Rule updates, Business Associate Agreement requirements, cybersecurity risk frameworks, or what actually happens to a practice when patient data is compromised.

In most industries, bad advice from an underqualified consultant costs you time and money. **In a medical practice, it can cost you a federal investigation, six-figure fines, and the kind of headline that follows a practice for years.**

The person helping you think through AI in your practice needs to understand more than AI. They need to understand healthcare compliance, data security, and the legal framework your practice operates inside.

Problem #4: You're Worried AI Is Going To Eliminate Your Job

Let's address the fear most people in your position are feeling but very few are saying out loud.

You've watched AI automate things that used to require a person. You've seen the articles about administrative roles being eliminated. You've sat in a demo where a vendor proudly showed how their tool could replace a function your team currently handles — and smiled politely while thinking, *"Is that my job they just automated?"*

Here Is The Honest Answer: AI Is NOT Going To Replace A Great Practice Administrator

What it *will* do is make a practice administrator who knows how to use it dramatically more valuable than one who doesn't.

The practices that win over the next five years won't be the ones that eliminated their administrators. They'll be the ones whose administrators learned to use AI as a force multiplier — handling more, faster, with fewer errors, and with time freed up for the judgment calls and relationships no software will ever replace.

What should worry you is refusing to even consider AI as an option. A practice administrator who waits it out, hopes it goes away, or stays on the sidelines because it feels overwhelming is taking a real career risk. Not because AI will take their job. Because someone who knows how to use AI will.

This guide exists to make sure **you are that administrator** — the one who used AI to make the practice more efficient, more profitable, and more valuable, and grew your career in the process.

AI Technology, Explained Simply

If you're still unsure what AI actually is, don't worry. You're in good company.

Put simply, **AI is a software tool**. A very powerful, fast, and useful tool — but still just a tool. It doesn't "think" the way a person thinks. It doesn't actually "know" anything the way you know your practice. What it does is process your input and produce output, fast. That output might be a clinical note, a denial appeal letter, a staff policy draft, or an answer to a billing question.

There are four ways to use AI in your practice:

#1: Generic AI Tools (ChatGPT, Claude, Copilot, Gemini). Versatile tools anyone in your office can use for a wide variety of tasks. Proceed with caution — someone on staff must never accidentally upload protected patient information into one of these.

#2: AI-Powered Tools You're Already Using. Many of the applications you already use — WinOMS, CareStack, Epic — are building AI directly into their workflows. You don't need to program anything. Look for AI-forward applications that make your job easier without forcing you to figure things out from scratch.

#3: AI Tools For Specific Uses. Single-purpose tools that do one or two things very well. Canva, for example, lets a non-technical person create outstanding social media campaigns, brochures, and digital assets in minutes.

#4: Custom AI Solutions. Having a qualified expert build custom workflows, automation, and reports for your specific practice. Like hiring a software engineer — but be careful who you trust. They need to understand the legal and security requirements of a medical practice, not just the technology.

The 7-Step Safe AI Adoption Plan For Surgical Specialty Practices

Follow these steps in order. Each one builds on the last. Don't skip ahead to the tools list until you've read Steps 1 through 3 — the tools mean nothing without the framework that makes them safe to use.

1 Don't Accidentally Introduce A Compliance Violation

Here is a scenario playing out in surgical specialty practices across the country right now:

A front desk coordinator discovers that ChatGPT can draft a patient follow-up letter in thirty seconds. She starts using it daily. She doesn't realize she's entering patient names and appointment details into an unprotected consumer tool. Nobody told her not to. There was no policy. Six months later, during a routine compliance review, this comes to light.

The coordinator didn't do anything malicious. She was trying to be efficient. The practice, however, has a compliance problem — and no documentation showing they took steps to prevent it.

Your AI Acceptable Use Policy is the document that prevents this. It doesn't need to be long. It needs to be clear, signed by every staff member, and kept on file. It must answer three questions:

- **Which AI tools are approved for use at this practice?** List specific tools, the purposes they're approved for, and whether each is cleared for use with patient data or limited to non-patient-data tasks only.
- **What information can and cannot be entered into any AI tool?** No patient names, dates of birth, medical record numbers, diagnosis codes, procedure details, or insurance information unless the tool is on the approved list and a Business Associate Agreement is in place.
- **What are the consequences for violations?** A policy without consequences is a suggestion. Define the disciplinary process for using an unapproved tool with patient data.

Important: Your IT company should be helping you write this.

2

Start Using AI For Non-Patient-Data Tasks

Protected Health Information (PHI) is any information that could identify a patient and relates to their health, treatment, or payment for care. **You cannot use generic AI tools like ChatGPT or Claude for anything related to PHI.**

The good news: there is a lot you *can* use AI for safely. Examples include:

- Drafting staff HR policies, employee handbooks, and job descriptions
- Writing and editing practice marketing copy, social media posts, and patient newsletters
- Creating templates for pre-op instruction letters — before any patient information is filled in
- Drafting scripts and checklists for front desk staff to use on calls
- Summarizing insurance policy documents or payer contracts
- Building internal training materials and onboarding checklists
- Writing appeal letter frameworks for denied claims — without patient details
- Generating scheduling protocol documents and administrative SOPs

3

Move To AI-First Or AI-Powered Tools

Many of the vendors you already use are implementing AI features that will make your job easier — without requiring you to figure anything out from scratch.

Epic is the most aggressive electronic health record system when it comes to AI. They've embedded Nuance DAX Copilot directly into the clinical workflow and have AI running across ambient documentation, predictive analytics, prior authorization, chart summarization, and patient messaging. When a physician opens a chart in Epic, AI is already working in the background.

Modernizing Medicine (EMA) is particularly strong for dermatology and ENT. Their system was built specifically for specialty practices and uses AI to learn each physician's documentation patterns, automate coding suggestions, and surface specialty-specific clinical decision support. It gets smarter the longer a practice uses it.

If your current vendors are not rapidly improving their functionality with AI, that is worth a conversation with your IT team.

4

Only Use AI Tools And Companies Who Will Sign A Business Associate Agreement

Before any AI tool processes, stores, or interacts with patient information, that tool's company must sign a **Business Associate Agreement** — commonly called a BAA — with your practice.

A BAA is a legally binding contract required under HIPAA. It establishes that the vendor understands they are handling protected health information, that they are legally obligated to safeguard it, that they must notify you if there is a breach, and that they share liability for how that data is handled.

If A Vendor Who Touches Patient Data Won't Sign A BAA, That Conversation Is Over

No exceptions. No workarounds. No "we're working on it." A vendor who cannot or will not sign a BAA is not a vendor you can legally use with patient data — and any AI consultant who tells you otherwise doesn't understand healthcare compliance.

A NOTE ON THE 2025 HIPAA SECURITY RULE UPDATES

In early 2025, HHS finalized the first significant updates to the HIPAA Security Rule in over a decade. The new rules require documented risk analysis processes, mandatory technology asset inventories, stronger encryption (no longer optional), multi-factor authentication standards, and clearer incident response planning. The practical impact: **"we didn't have a written policy" is no longer a credible defense.**

5

Vet Every Vendor, Consultant, And Tool With These 5 Questions

The BAA is the minimum legal requirement. It's only the starting point. Before you commit to any AI tool that will interact with patient information, ask these five questions and get the answers **in writing**:

- **Is my data used to train your AI model?** The answer you need is an unambiguous no — documented in your agreement.
- **Where is my data stored, and who has access to it?** Patient data should be stored on servers in the United States, in a HIPAA-compliant environment, with strict access controls. Ask specifically whether any offshore teams, subcontractors, or third-party processors can access it.

- **What happens to my data if I cancel?** You should have the right to export your data in a usable format and require the vendor to delete it from their systems upon termination. Get this in writing before you start.
- **What is your breach notification process and timeline?** Ask specifically how they detect breaches, how quickly they notify covered entities, and what support they provide during a breach response. Vague answers here are a red flag.
- **Do you have an independent security audit or compliance certification?** The most common is SOC 2 Type II. Ask to see their most recent report.

If a vendor hesitates, deflects, or can't answer these questions clearly, they aren't a vendor you want to engage with.

6 Install The Human Checkpoint

This step protects your practice from one of AI's most well-documented failure modes: generating confident, plausible, and completely wrong output.

AI tools can produce clinical documentation with subtle inaccuracies, billing codes that don't reflect the actual procedure, and patient communications with errors a trained human would catch immediately. In a specialty practice, an AI error isn't an embarrassment — it's a patient safety issue, a billing compliance violation, or a malpractice exposure.

The Rule Is Non-Negotiable: AI Drafts. Humans Approve.

Every piece of AI-generated content that leaves your practice — clinical notes, pre-op instructions, billing submissions, denial appeals, patient communications — must be reviewed and approved by a qualified human before it goes out. Build this into your workflow explicitly. Document who reviewed what and when. That documentation is your evidence of due diligence if a question ever arises.

7 Start Small, Track Everything, Expand What Works

The practices that get the most out of AI are not the ones that tried to change everything at once. They're the ones that picked one workflow, ran it carefully for 90 days, and expanded from there.

Pick one. Scheduling template generation. Insurance denial appeal drafts. Post-op instruction letter creation. Staff training documents. One workflow, one team, one clear process — with the human review checkpoint in place from day one.

During those 90 days, track three things: **time saved per task, error rate caught during human review, and staff comfort level with the tool.** At the end of 90 days, you have real data from your own practice — not a vendor's case study — telling you whether the tool is earning its place.

Then expand. Add a second workflow. Introduce it to a second team member. Build on what's working rather than deploying broadly and hoping for the best.

This approach also gives you a compliance paper trail. A documented, phased adoption process with review logs and training records is exactly the kind of evidence that demonstrates responsible implementation — to your malpractice carrier, to a payer during an audit, and to HHS/OCR if questions ever arise.

The Vetted Tool List: AI Tools Currently Available For Medical Practices

⚠ CRITICAL WARNING BEFORE USING THIS LIST

The AI industry is moving faster than any published guide can track. A tool's compliance standing, security practices, BAA availability, and terms of service can change with little notice. **Do not treat this list as permanent approval.** Treat it as a starting point for your own vetting process using the five questions in Step 5.

The Solutions Team monitors the compliance and security standing of AI tools on behalf of our clients continuously. If you don't have an IT partner doing this for you, that is a gap worth closing.

Clinical Documentation

Nuance DAX Copilot (Microsoft) — Ambient AI clinical documentation. Listens to the patient encounter and generates a structured clinical note automatically. BAA available. Integrates with Epic and Oracle Health.

Abridge — AI clinical documentation platform focused on specialty practices. BAA available. Generates visit summaries and clinical notes from conversation.

Suki AI — Voice-enabled AI assistant for clinical documentation. BAA available. Integrates with multiple electronic health record systems.

DeepScribe — AI medical scribe platform. BAA available. Captures patient-physician conversation and produces structured clinical documentation.

Front Office, Scheduling & Patient Communication

Luma Health — AI-powered patient engagement covering appointment reminders, scheduling, recall campaigns, and two-way patient messaging. BAA available.

Relatient — Patient scheduling and communication with AI-assisted features. BAA available. Used in specialty practices for appointment management and automated outreach.

Billing, Coding & Revenue Cycle

Waystar — Revenue cycle management with AI-assisted claims processing, denial management, and eligibility verification. BAA available.

Cohere Health — AI-powered prior authorization platform. BAA available. Reduces the administrative burden of prior auth submissions and appeals.

General Productivity AI — Enterprise/HIPAA-Eligible Only

Microsoft Copilot for Microsoft 365 (Enterprise) — BAA available through Microsoft's enterprise agreements. The standard consumer version is **NOT** covered. Verify with your IT provider.

Google Workspace — Gemini for Healthcare — BAA available through Google's enterprise Workspace environment. Standard consumer Gmail or Google Docs is not covered.

Azure OpenAI Service (Microsoft) — For practices with more sophisticated technical needs or custom AI development. BAA available. Requires technical implementation by a qualified IT provider.

Where You Go From Here

You picked up this guide because you're running a specialty practice in an environment that is changing faster than anyone anticipated — and you wanted to understand AI well enough to make smart decisions about it.

That's not a small thing.

Most of the people making AI decisions in medical practices right now are doing it without this foundation. They're approving tools because a vendor demo looked impressive. They're letting staff use whatever works without a written policy. They're trusting consultants who understand AI but have never spent a day thinking about HIPAA, data security, or what a federal investigation does to a practice's operations and reputation.

You now know more than most of them.

AI is not going away. The practices that figure this out now — carefully, correctly, with the right guidance — will run leaner and serve patients better within the next two to three years. The practices that either avoid it out of fear or rush into it without a framework will pay for one of those choices or the other.

You don't have to choose between moving forward and staying safe. The seven steps in this guide exist specifically because both are possible at the same time.

The question now is whether you're doing this alone — or with someone who has already done it for practices just like yours.

YOUR FREE GIFT · NO STRINGS ATTACHED

Here's A Free AI & IT Systems Assessment For Your Practice

A no-cost, no-obligation, no-sales-pressure review of your technology, compliance posture, and AI readiness — conducted by a senior advisor who works exclusively with surgical specialty practices.

Reading this guide gave you the framework. What it can't give you is a specific answer to the question every practice administrator and physician owner actually needs answered:

"Given our tools, our staff, our workflows, and our specialty — what should we do first, what should we stop doing immediately, and what do we need to put in place before something goes wrong?"

That answer looks different for every practice. A three-location oral surgery group running WinOMS has different priorities than a dermatology practice on a cloud-based system. A practice where physicians are already using AI scribes on their phones has different risks than one that hasn't introduced any AI tools yet.

That's why I'd like to send one of my senior advisors to your office for a complimentary **AI & IT Systems Assessment**.

When We Complete Your Assessment, Here's What You'll Know:

- **Whether your practice IT is set up properly and efficiently** to save you money and eliminate recurring problems. Many practice managers are shocked to see how poorly their IT is configured — misconfigured systems, failed security settings, and unnecessary software adding up to a Frankenstein monster of dysfunction.
- **Whether you are 100% compliant with the 2025 HIPAA Security Rule updates**, particularly as they relate to AI. A single ransomware event can shut your doors for weeks and cost over \$10 million to recover from. That's not an "IT problem." That's a practice-ending event.
- **Exactly how your practice is using AI right now** — including tools your staff may be using informally without an approved policy. We'll identify any immediate compliance exposure before it becomes a six-figure problem.

- **Whether you're overspending on IT.** Nine times out of ten, we find medical practices wasting thousands of dollars a year on unnecessary IT — or getting nickel and dimed to death by a vendor who charges for every little thing.
- **Whether your backups are actually working — or whether your IT company is just billing you like they are.** We'll tell you the unvarnished truth.

MY PERSONAL GUARANTEE

I'm So Confident You'll Find This Assessment Valuable, I'll Guarantee It

Let us do a simple, non-invasive, confidential assessment. After it's done, if we are unable to demonstrate to you how we can eliminate the IT issues you're dealing with, cut thousands of dollars in IT waste, and reveal cybersecurity or compliance risk you didn't know existed — I'll **personally donate \$500 to the charity of your choice.** **No questions asked.**

Why? Two reasons. **First**, I know you're extremely busy and don't have time to waste talking to salespeople who have nothing of value to offer. Putting my money on the line is how you can see I'm serious about not wasting your time. **Second**, with costs rising and every dollar under scrutiny, it's never been more important to make sure your IT is working *for* you, not against you. We've spent a decade perfecting our ability to deliver streamlined, efficient IT support for surgical specialty practices — and we're really good at it.

— Todd Gooden, CEO · The Solutions Team

Schedule Your Free Assessment Today

877-226-9478

Or visit: **MySolutionsTeam.com**

Email: sales@mysolutionsteam.com

How Does Your Current IT Company Stack Up?

Before you decide whether to bring in The Solutions Team, run this checklist against whoever is supporting your practice right now. **If they can't honestly answer "yes" to every item below, you are exposed — financially, legally, and operationally.**

12 Questions To Ask About Your Current IT Provider

- ☐ Do they answer their phone **live** and respond to emergencies promptly — particularly when you arrive at 7:00 a.m. and discover everything is down with your first patient in 30 minutes?
- ☐ Do they have deep expertise working with **specialty surgical practices** and the unique compliance and security demands that come with them?
- ☐ Are they easy to reach and highly responsive when you need them for non-emergencies — not just major outages?
- ☐ Do they consistently look for ways to **cut your IT costs**, or are they constantly nickel and diming you over everything?
- ☐ Do they proactively monitor, patch, and update your network's critical security settings — and can they prove it?
- ☐ Do they offer documented proof that they are backing up **all** your data, laptops, and devices — and that those backups are actually working?
- ☐ Do they meet with you regularly (at least quarterly) to report what they've been doing, review projects, and offer ways to improve your network's performance — instead of waiting until something breaks?
- ☐ Do they provide detailed invoices that clearly explain what you are paying for — with **no surprise charges**?
- ☐ Do they explain what they are doing and answer your questions in **plain English** — not technical jargon you have to Google later?
- ☐ Have they provided you with complete network documentation — or do they hold the "keys to the kingdom," refusing to give you your own admin passwords?
- ☐ Have they talked to you about how to use **AI safely** without introducing a compliance violation and a six-figure fine?
- ☐ Do you actually **look forward** to working with them — or do you cringe every time you have to make that call?

The Solutions Team vs. Everyone Else

Ever wonder why most IT companies *want* you to have problems? Because every problem is another invoice. We don't operate that way. **We charge one flat monthly fee.** Our success is built on keeping your practice running, not nickel-and-diming you when it isn't. Here's how our service compares to a typical IT provider, side by side.

IT SERVICES COMPARISON CHART		
FEATURE OF SERVICE	THE SOLUTIONS TEAM	EVERYONE ELSE
Unlimited IT support — included	✓	✗
On-site service when needed	✓	Extra charge
Remote help desk support	✓	✗
Antivirus & endpoint protection	✓	✗
24/7 server & workstation monitoring	✓	Extra charge
Cloud backup for servers	✓	✓
Cloud backup for desktops/laptops	✓	✗
Disaster recovery planning	✓	✗
Patch management	✓	✗
Specialty surgical practice focus	✓	✗
Project management	✓	✗

FEATURE OF SERVICE	THE SOLUTIONS TEAM	EVERYONE ELSE
Procurement assistance (no hardware markup)	✓	✗
Dedicated Technical Account Manager	✓	✗
Third-party vendor management	✓	✗
Predictable, flat monthly fee — no surprises	✓	✗

Why we don't sell hardware: Most IT companies make money on the markup. We don't sell hardware or software — we help you get the best product at the best price, full stop. When our advice is built into a flat fee, you get unbiased recommendations every time.

The Solutions Team Client Bill Of Rights

We are committed to providing our clients the best IT service and support possible. Below are the rights we pledge to every practice we serve — and we suggest you demand this same level of service from any provider you consider, whether it's us or someone else.

1. Plain English, Always

You have the right to answers in plain speech. We pledge to never use "geek speak" or talk down to you on any IT-related topic.

2. Exceptional Service From Real Humans

You have the right to expect courteous, professional, respectful service from a team that appreciates you as a client — every interaction, every time.

3. Best-In-Class Options

You have the right to expect us to lead the way in identifying technology that improves your profitability, productivity, and protection. We stay on top of telecommunications, cloud, cybersecurity, and productivity tools so you always have best-in-class options.

4. A Dedicated Team That Knows You

You have the right to individual attention. You will always have a dedicated Technical Account Manager and support team who knows you, your practice, and your preferences.

5. Full Documentation & Password Control

You have the right to understand every aspect of your IT assets. We pledge full, complete documentation of all hardware, software, data, and systems — and full password control in your hands.

6. Accurate Invoices, Always

You have the right to invoices you can read. We pledge to deliver on time and on budget — never surprising you with hidden fees, extras, or overages you didn't agree to.

7. Protection If We Make A Mistake

You have the right to be protected against our mistakes. We carry errors & omissions insurance, workers' compensation, and business liability coverage so you're never left holding the bag.

8. Real-Time Status, Anytime

You have the right to know the status of your account and support requests. Secure, after-hours access to status reports via our help desk — and a team that communicates progress at every step.

Worried About Switching? Don't Be.

The number one reason practice administrators put off changing IT companies is fear of downtime, lost data, or general chaos during the transition. We get it. **That's why we built our onboarding process specifically to make the switch a non-event for your team.**

Strategic Planning

We work with you to assess your specific environment, workflows, and risks — then build a tailored transition plan before we touch a single piece of equipment.

Complete Assessment First

We get a detailed picture of your current setup, identify potential issues, and resolve them *before* onboarding begins — not in the middle of it.

Training & Support

Your team gets the training, documentation, and direct support they need to use our services confidently from day one.

"Literally A Non-Event"

We were greatly surprised and pleased — the handoff was literally a non-event and non-stressor thanks to their preparations and thoroughness throughout the process. When they say they have "done this a few times," believe them and trust them.

— **David N., Practice Administrator**

"Oral Surgery Is Our Business, Not IT"

Switching IT companies was something I wanted to do for nearly two years — but the thought of it seemed cumbersome and I was afraid of downtime. Oral surgery is our business, not IT, so the fact that The Solutions Team was so accommodating and willing to explain the process in terms we would understand has made the relationship easy.

— **Holly N., Oral Surgery Practice**

A Few Of The Specialty Practices We've Helped

Don't take our word for it. Here's what practice administrators and physician owners say about working with The Solutions Team.

"I Rarely Have IT Issues Now"

From onboarding to several years later of day-to-day IT experience, I could never have imagined how much TST would improve my life as a practice manager. It's true what they say: "If TST is doing their job, you don't hear from them." After onboarding, unless it's a problem generated by our practice management system, I rarely have to deal with IT issues. Before TST, I was dealing with them on a daily basis — to the point that I couldn't do my actual practice management job.

— **Karen Costello, Practice Manager · North MS Oral & Maxillofacial Surgery Associates, PA**

"Every Dime I Spent With TST Has Been Money Well Spent"

My advice to any practice needing IT support is this: every IT consultant will claim they can solve your problems, and if the problems are small, they probably can. But it's a different story with more complicated situations — and you get what you pay for. I can honestly say that every dime I've paid TST has been money well spent. They have always been honest when assessing our needs and don't oversell. Our IT connectivity has been flawless across both of our offices and there have been no issues since The Solutions Team arrived on the scene.

— **Chris Hughes, DMD · Founder, Chris Hughes DMD Oral Surgery & Dental Implants**

"A Trusted Partner Supporting Us Behind The Scenes"

Working with TST has brought a level of consistency and predictability that has made a huge impact on our organization. Their attention to detail, communication, and proactive approach give us confidence that things are being handled before they ever become major issues. It allows our team to stay focused on what we do best, knowing we have a trusted partner supporting us behind the scenes.

— ***Brittany Rose, Practice Manager · Peak ENT***

"Put Our Nerves At Ease"

Switching IT companies was a big decision for us after a bad experience with our previous provider, but The Solutions Team made it an incredibly smooth transition. From the moment we engaged with them, our nerves were quickly put at ease by their professionalism and expertise.

— ***Karlie D., Specialty Practice***

Ready To Start Using AI But Have Questions?

"What should we do first, what should we stop doing immediately, and what do we need to put in place before something goes wrong?"

These are the questions every practice administrator and physician owner is trying to answer right now about AI. We'll answer them for you, specific to your practice, your tools, your workflows, your specialty and your specific security concerns, free of charge and obligation.

Claim Your Free AI And IT Systems Assessment

877-226-9478

Online: MySolutionsTeam.com/ai

Email: sales@mysolutionsteam.com

Plus my personal \$500 guarantee: if we can't show you how to eliminate IT issues, cut waste, and reveal compliance risk you didn't know existed, I'll donate \$500 to the charity of your choice. No questions asked. - Todd Gooden, CEO

THE SOLUTIONS TEAM

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877-226-9478 · MySolutionsTeam.com

Serving Oral Surgery, ENT, OB/GYN, Dermatology, Plastic Surgery & Orthopedic Practices Across 41+ States