

TRANSITION

Making the Switch to PCC



It's tough to make the decision to switch to a new EHR partner. However, the potential for disruption and downtime doesn't need to hold you back when switching to us. **At PCC, we shorten the learning curve and adapt to your workflow, to make the change easy.**

Your patients are worth the switch, and it's easier than you think.

TOUGH DECISIONS

Is your staff resistant to change? That's normal. We all tend to gravitate to what's familiar, and resist the unknown. What's more, adopting a new EHR is a task that threatens to take valuable time away from running your practice. That said, pediatric practices that switched to PCC frequently tell us that this first step — deciding to make the change — was the best move they ever made, and it was far less disruptive than they had feared.

"We chose PCC because their service is phenomenal. We looked at two pediatric systems and we decided that PCC worked better for us, more user friendly, better service, by all reports. Our experience with PCC is very positive; we have constant interaction with them."

– Richard H. Feuille, Jr., M.D. – Glendale Pediatrics, CA

WORK-LIFE BALANCE

Your family matters, too. As an independent pediatrician, you have numerous demands on your time, and your business requires much of you. Having the right tools to do your job well, and do it in the most efficient way possible, allows you more time to truly enjoy your life outside the office.

Avoid provider burnout. Running an independent practice can take its toll, so we're dedicated to making your hard work easier and more gratifying. PCC helps you practice better medicine and run a better business while you remain independent and enjoy coming to work every day. Pediatricians report feeling rewarded and energized when they work with PCC, and you can, too.

WHAT ARE THE STEPS IN THE TRANSITION TO PCC?





IMPLEMENTATION SUCCESS

We'll be your go-live guide. When you choose PCC, we commit fully to your transition success. Our experts perform a complete data conversion and system installation to ensure a smooth start, while a dedicated PCC New Client Implementation Specialist supports you throughout your onsite training, documentation, web labs, and implementation.

We customize your transition experience. We don't force you into a one-size-fits-all process for going live. We personalize your training and implementation to fit to your needs, at a pace that's right for you. Then, when you transition to support, you'll have a dedicated Client Advocate as your proactive partner.

FINANCIAL STABILITY

Clinical excellence meets financial well-being. With PCC as a partner dedicated to their success, our practices are overwhelmingly successful, both clinically and financially. They report higher satisfaction and overall stability in their practices.

We help you grow. If you've got plans to expand your practice, we've got plans to support you. PCC is a true partner you can count on for personalized, expert advice and deep experience in helping independent practices grow and succeed. When you're with PCC, you're in control of your future.

DATA CONVERSION

Don't let your data be an obstacle to switching.

There's no need to worry about your data when switching to PCC. Data conversion is a secure, multi-step process, and our distinct data conversion knowledge makes the process go smoothly.

Start by asking your current vendor if they have a termination fee, if they charge for data conversion, how long it takes to export, and what format it will be in. We'll work closely with you to ensure a smooth conversion, and make sure that the data exported to PCC is accurate and complete.

Want to learn more? Contact us for more information. We look forward to hearing from you!



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CASE STUDY

ONE FAMILY PEDIATRICS
CUMMING, GA

Enjoying a smooth start and a smarter practice



Dr. Hiral Lavania

Before Dr. Lavania started One Family Pediatrics in Georgia, she had worked with another EHR vendor that had become problematic. There were hidden fees, software crashes, and support that didn't fit the bill. In 2016, she chose PCC for her new practice, and was delighted at how easy it was to get underway. Her PCC Implementation Specialist prepared her staff well in the months leading up to Go Live, and even traveled to her practice on opening day to oversee it. Says Dr. Lavania:

“There is no fear involved because you familiarize yourself with everything. There are videos online, and there are people available to teach you.

PCC even came back a few months later to help us refine. We went live in March and they came back in August to fine tune where we might have been slowing down. Who does that?! They helped with stuff we weren't familiar with, as some of the front office things were still new. PCC helped us speed up our processes — things like verifying insurance or checking demographics. They took the time to train us on non-EHR things and showed us what to do to get through certain processes. They went above and beyond every time. There was a learning curve, especially on the front end. But they got us to a place of feeling comfortable with it before they left.”

A couple years after going live, we asked Dr. Lavania to assess whether the implementation process was worth it. Her takeaway was a resounding “yes”. Making the decision to go with a brand new vendor, rather than stay with the software she and her staff were used to, proved to be a great decision. PCC helped her create a smarter practice, improve her workflow, and boost her revenue.

