LifeGuard Urgent Care

Rosana Dillon, Office Manager

Needing a better system

Office Manager Rosana Dillon put the pieces together to staff and launch LifeGuard Urgent Care last December in Spring Hill, Florida. But with her financial background, Dillon immediately saw something was off with the Electronic Medical Record (EMR) and billing systems in use at the clinic. So Dillon approached Dr. John Batista, the clinic owner, about switching to a new provider.

"We were looking for something that was specific to urgent care, something that was all inclusive that also did our billing. And we wanted better customer service than we had before," Dillon said.

Making the switch

Dillon was referred to Practice Velocity by another urgent care center. Her team trained at Practice Velocity's headquarters in September. Free onsite training is offered each month to new and existing customers.

Also, Practice Velocity offers free user guides, videos, training materials and pvLearning (eLearning) resources in the "Help Documents" section of PVM. Customers can also pay for additional online or onsite training.

LifeGuard Urgent Care went live Oct. 1 with Practice Velocity's VelociDoc® EMR and PVM℠ fully-integrated practice management system, PV Billing®, along with contracting and credentialing services.

Immediate support, improvement

The clinic immediately saw improvements in workflow and customer support. With the previous provider, Dillon would call in and be placed on hold or given a tracking number. With Practice Velocity, callers can expect to reach a live, knowledgeable person from 7 a.m. to midnight, Central time, every day of the year.

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Practice
LifeGuard Urgent Care
Spring Hill, FL
Immediate care opened December 2014.

Business Problem
Dillon knew right away when the center opened that they needed to find a new EMR and billing system designed for with urgent care operations in mind. She wanted a system that was streamlined, easy to use and effective.

Solutions
Practice Velocity for:
• VelociDoc® EMR
• PVMSM Practice Management
• PV Billing®
• Contracting & Credentialing

Outcomes
• Better customer support
• Effective training at headquarters
• Ongoing technical support
• Clean claim submission and fast remittance

PRACTICE VELOCITY®
Urgent Care Solutions®

"Having the one-call resolution really helps us," she said. "Everyone is ready to help and has a positive attitude. It really makes a difference."

Roe Infuso, back office manager at LifeGuard, said being able to reach customer support after hours has made all the difference.

"Being able to call you right away, we've never had to hold or to wait. The Practice Velocity team is on top of it," she said.

Explaining the process

LifeGuard signed on for PV to handle current and past billing, so clinic staff didn't have to go back to process past claims. Dillon appreciated that the billing team took time to explain to her and her staff how they were handling certain claims.

"They explained the process to us so we really understood what they were doing," she said.

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888-357-4209

"I would definitely recommend it. For me, it was streamlined, easy. The training was really good. It was done in a classroom environment where you're able to ask questions instead of just watching a video."

Rosana Dillon

Office Manager
LifeGuard Urgent Care

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