

Case Study 2: Zion Physical Therapy



Tailoring Technology for Comprehensive Care

Zion Physical Therapy operates across multiple locations in New York, New Jersey, and Connecticut, each serving a diverse client base with varying needs. The challenge was finding a practice management and billing (RCM) solutions system flexible enough to cater to different operational styles while maintaining a consistent level of care and communication across all locations.

Challenges:

- Integrating a system that could be customized for different site requirements.
- Maintaining high standards of patient care and data consistency across multiple locations.
- Ensuring seamless communication and data access between sites.

PtEverywhere Solutions:

- **Tailored EMR:** PtEverywhere provided Zion Physical Therapy with a customized EMR system, adaptable to the specific workflows of each location. This customization included unique documentation templates and patient management tools.
- **Exceptional Customer Service:** The PtEverywhere team offered continuous support during and after the integration process, ensuring any issues were swiftly resolved and staff were fully trained.
- **Unified Operations:** Despite its geographical spread, PtEverywhere's cloud-based system enabled unified operations, ensuring patient care and data management consistency.

Results:

- **Enhanced Operational Efficiency:** Customized features and unified systems improved operational efficiency, reducing administrative time and enhancing patient throughput.
- **Improved Patient Satisfaction:** Consistent and improved interactions through the patient portal enhanced patient engagement and satisfaction across all locations.
- **Positive Staff Feedback:** Zion Physical Therapy staff appreciated the tailored approach and ongoing support, which led to a smooth adoption and integration process.

Testimonial:

Danielle Barreiro, Office Manager at Zion, praised PtEverywhere, stating, "The tailored EMR system and the exceptional customer service have significantly enhanced our operations. PtEverywhere understands our needs and continually exceeds our expectations."

