

Wind River Family and Community Health Care

transforms with Greenway Health's Intergy® EHR Solution

FACING EHR CHALLENGES

Wind River Family and Community Health Care, serving the Northern Arapaho and Eastern Shoshone Tribes, was facing significant operational challenges with their previous electronic health record (EHR) system, Resource and Patient Management System (RPMS).

Despite its long-standing use in tribal health facilities, RPMS was no longer meeting the evolving needs of Wind River. The system's slow performance, unreliable reporting, and difficulty in tracking patient data were hindering the practice's ability to deliver optimal care and manage operations effectively. Additionally, following a patient's billable visit from start to finish was extremely challenging, leading to revenue loss. Recognizing the need for a more advanced and responsive solution, Wind River turned to Greenway Health.



Choosing the right EHR solution

After an extensive search spanning several years, Wind River chose Greenway's Intergy solution as their new EHR system. They evaluated numerous solutions but found that most fell short in addressing the complexity of their operations. Intergy stood out for its ability to handle the diverse needs of their multi-departmental healthcare facility, including optometry, podiatry, nephrology, and a purchased referred care program. This confidence in Intergy's capabilities, combined with Greenway's extensive support, ensured that Wind River's transition was smooth and effective.

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No other EHR system that was demonstrated had been successfully deployed in a tribal healthcare system except for Greenway's Intergy. – Desirea Minick, Deputy CEO, Wind River

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Improving efficiency and results

Since implementing Intergy, Wind River has seen significant improvements in operational efficiency and patient care. The modern workflows, advanced reporting tools, and intuitive interface have streamlined their processes, allowing them to better manage their revenue cycle and deliver higher-quality care. The shift away from RPMS has also eliminated the issues of unreliable data and incomplete patient visit tracking, preventing further revenue loss.

The success of this transition was bolstered by Greenway's hands-on approach. The on-site training and support provided by Greenway ensured that Wind River's staff could quickly adapt to the new system and maximize its benefits.



Greenway was the solution that met our needs the best and was the simplest. You don't have to be a programmer to run reports.

– **Richard Brannan**,
CEO, Wind River



Empowering through collaboration

The relationship between Wind River and Greenway is built on more than just technology; it's a true partnership. The collaborative efforts during the implementation phase and the ongoing support from Greenway's team have been instrumental in the facility's success. This strong partnership continues to support Wind River's mission to provide exceptional care to the Northern Arapaho and Eastern Shoshone Tribes.

Positioned for growth

With Intergy, Wind River is well-equipped to handle future growth and evolving healthcare needs. The flexibility and scalability of the system ensure that the practice can continue to expand its services while maintaining high standards of care. The partnership with Greenway has laid a solid foundation for long-term success, enabling Wind River to focus on what matters most — delivering quality healthcare to their community.

A superior choice for tribal healthcare

Wind River's success with Greenway's Intergy EHR highlights the importance of choosing a solution that is flexible and comprehensive and also supported by a dedicated team. The tailored approach and exceptional service provided by Greenway have allowed Wind River to transform their operations and improve patient outcomes, making Intergy a leading choice for tribal healthcare facilities seeking to enhance their EHR capabilities.

For more information, visit greenwayhealth.com