



After Switching Software Six Times, This Wellness Clinic Found the Right Partner in RXNT

Dr. Mark Gabriel founded The Wellness Center PDX (TWC) in 2013, expanding to include 14 providers and 5 locations across the Pacific Northwest. As the clinic grew and added providers across diverse disciplines in the wellness and alternative medicine space, they sought a more comprehensive, scalable software platform that could keep up with their needs.

Over the past decade, Dr. Gabriel was forced to switch software systems 6 times due to repeated challenges with compliance, billing, connectivity, provider-to-provider communication, and multi-location support.

Dr. Gabriel and his team interviewed 8 potential healthcare technology vendors to determine best fit, and after months of searching chose RXNT as the right partner.

10%

More collections

25%

Higher productivity

13%

Higher patient satisfaction

10%

More new clients

20%

Saved in software costs

In 2020, TWC had enough of the challenges that they were experiencing and began an extensive search for a software partner that would be able to exceed their requirements and help them continue to grow. Dr. Gabriel and his team interviewed 8 different potential healthcare technology partners—with the help of a tech consultant with over 50 years of experience—to determine the best fit. Together, they evaluated criteria like intercommunication, macro reliability, scalability, and more, and after months of searching The Wellness Center PDX chose RXNT as the right partner.

The Wellness Center’s Favorite Features:

Ease of Use

Patient-Provider Communication

Exceptional Customer Success

Seamless Communication Between Providers

Reliable Macros

Thorough Training

“We switched software six times in the last 10 years. RXNT has been one of the best partners we’ve had in the last decade and has helped us to be able to step into that next level of care while maintaining compliance and following best practices.

If someone is looking to switch to RXNT from a server-based EHR, hasn’t had an EHR system before, or has a clunky, disconnected system... I strongly encourage them to consider RXNT as their partner.”

Following a **painless setup and training process** and time utilizing RXNT’s software, Dr. Gabriel’s clinic experienced significant improvements, allowing them to deliver higher-quality care while maintaining compliance. With features that allow patient charts and encounter notes to be created in less than 5 minutes, as well as different appointment types, The Wellness Center PDX has significantly improved its efficiency.

RXNT’s dynamic reporting insights have been crucial for keeping a close eye on the practice and making adjustments to improve performance, while seamless workflows have drastically improved productivity, leading to an increase in the number of clients seen daily.



Dr. Mark Gabriel,
The Wellness Center PDX