



Busy and Balanced: An Oceanside Practice Finds Its Flow

Surf Pediatrics and Adolescent Medicine took control of patient flow and improved clinical outcomes with WRS Health.

OVERVIEW

Surf Pediatrics and Adolescent Medicine, led by Christian Lige, MD, and Practice Manager Joy Lige, provides high-quality care to children and adolescents while managing a demanding, high-volume practice. With 6,000 active patients and a satellite clinic on the way, the team recognized the need for a reliable, efficient system of record to support their growth.

Before partnering with WRS Health, maintaining patient flow while delivering individualized care was a daily challenge. By implementing WRS's specialty-specific EHR and practice management system, Surf Pediatrics and Adolescent Medicine optimized scheduling, brought clarity to daily operations, and improved documentation, allowing the team to deliver exceptional care without sacrificing time.

THE PROBLEM

Managing high patient volumes while maintaining personalized care was a challenge for Surf Pediatrics and Adolescent Medicine. Inefficient workflows and bottlenecks in scheduling and documentation made it harder for the team to keep up with daily demands.

"From the get-go, we wanted to use a pediatrics EHR system that was easy because we couldn't take the time to only see five patients a day," shared Practice Manager Joy Lige.

The team needed a system that could:



Simplify and organize scheduling to reduce wait times.



Support accurate, accessible documentation to support clinical decision-making.



Reduce administrative burden so providers could stay focused on patient care.





It allows us to be more efficient, and at the same time, give the care and attention that our patients need.
- Joy Lige

THE SOLUTION: WRS HEALTH

Partnering with WRS, Surf Pediatrics and Adolescent Medicine's leadership implemented an EHR and practice management system that aligned with their needs and priorities, helping them:



Make sense of scheduling:

Manage high patient volumes with an organized, efficient appointment system to keep the day moving.



Improve documentation:

Enable quick, accurate charting and easy access to patient records during visits.



Enhance patient communication:

Reduce no-shows and improve engagement through reminders and portal communication.



Minimize administrative tasks:

Free providers and staff to focus on delivering high-quality care to patients.

"We really do appreciate how user-friendly it is and how easy it is to navigate," shares Joy Lige.

Since implementing WRS's platform, Surf Pediatrics and Adolescent Medicine has:

- ✓ Improved **scheduling and patient flow**, allowing the practice to manage high-volume days while ensuring each patient receives attentive care.
- ✓ Enhanced **clinical documentation**, providing clear, organized records for informed decision-making.
- ✓ Supported **better clinical outcomes** by giving providers the tools and time to focus on delivering high-quality care.

A PHYSICIAN-BUILT SYSTEM THAT SUPPORTS REAL-WORLD CARE

Dr. Lige and his team appreciate that WRS is designed by physicians who understand the fast pace and unique challenges of clinical care. Rather than forcing practices to adapt to rigid systems, WRS adapts to how practices truly operate.

For high-volume clinics like Surf Pediatrics and Adolescent Medicine, WRS offers a reliable, intuitive way to keep patient care at the center while managing the demands of a busy schedule. The practice's entire team is supported to work smarter, stay organized, and create space to focus on what matters most.

By choosing a system designed with providers in mind, Dr. Lige and his team have been able to maintain their high standards of care while reducing the friction of daily operations. With fewer workflow bottlenecks and less time spent managing paperwork, the practice has reclaimed time and energy to invest back into patients—and into their own wellbeing. After all, enjoying North Carolina's Outer Banks is one of their favorite ways to recharge.

If you're ready to take control of your schedule and feel confident making tech-supported clinical decisions, WRS is here to help you every step of the way.

See how WRS Health can help your practice build efficient workflows, improve patient management, and enhance clinical outcomes.