

Ohio County Family Care is a physicians group consisting of 28 multi-specialty providers located across eight clinics in two counties in Western Kentucky. The physicians group is owned and operated by Ohio County Hospital, a Critical Access Hospital in Hartford, Kentucky.



"Ero Health came highly recommended to Ohio County Family Care by our hosting partner. As we evaluated our options, we felt that the Ero Health team was most attentive to our needs, and went above and beyond to design a customized support plan that would work well for the overall organization and each practice. Since partnering with Ero Health, we've received prompt service and resolutions to our eClinicalWorks® support needs."

- Eve Baker, Database Administrator
Patient Access Supervisor

The Situation

Once live on an electronic health records or practice management system, medical practices and physicians groups routinely rely on a support partner to assist with questions, reporting requirements, attestation requirements, upgrades, and other ongoing needs related to their use of the software. Due to changing business models and consolidation in the EHR industry, the number of these vendors has been reduced, leading practices to seek new partners for support.

The Client's Need

Ohio County Family Care had been live on eClinicalWorks for a number of years, yet found themselves seeking a new support partner after their original vendor went out of business. The group assessed their options, and knew they wanted a partner who provided accessibility to support staff, and a team that was easy to work with, who understood their situation and delivered straightforward, practical solutions for their needs.

How Ero Health Helped

Ero Health provided a customized approach to Ohio County Family Care's needs. Because the organization is a large enterprise, a system was put into place to ensure that overall group needs were addressed in an efficient and straightforward manner, and that individual practice needs were also cared for. This program includes:

- A dedicated Ero Health support person as a main, accessible point of contact
- Weekly status calls to review cases and issues
- Quick resolution on support tickets
- Ero Health serving as a liaison between Ohio County and eClinicalWorks when issues arise
- Assistance with billing, eBO reporting, custom report requests, ePrescribing
- Support with special projects

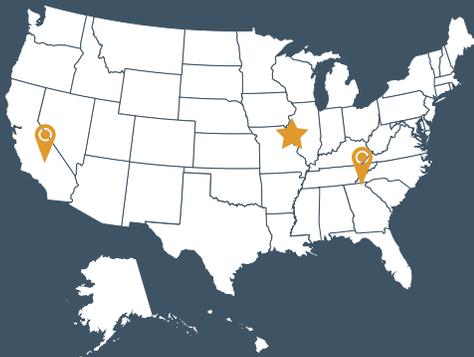
This type of custom support program is ideal for large enterprises as their needs tend to differ from those of small independent practices. Ero Health leveraged its knowledge and experience with large physician organizations to develop Ohio County's program, and provide the level of support they needed.

About Ero Health

Ero Health is the largest eClinicalWorks partner in North America that provides a full suite of digital health services to healthcare systems, clinics and physician practices. We can help you gain greater visibility to patient data, reduce overhead costs and improve patient and staff satisfaction by providing the most complete solution for optimizing your eClinicalWorks investment. Choose Ero Health and we will pick you up wherever you are on your eClinicalWorks journey and navigate you to achieve success.

Results

With Ero Health' support, Ohio County Family Care has been able to gain confidence and enhance their use of eClinicalWorks. Because they have a dedicated account manager and support team with Ero Health, they have direct access to assistance when they need it. Furthermore, they can rely on a team with intimate knowledge of their eClinicalWorks application, workflow, and unique requirements. Resolution on support tickets is reached in a timely manner, and they have maximized the use of the system to achieve their goals.



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