

Healthcare is changing. Is your technology keeping up with the pace?

The challenges keep coming for medical practices. Administrative burdens, regulations, value-based payment models, quality measures, patient satisfaction goals and complex EHRs are a regular part of the job these days. Not to mention the pandemic and its effects – including a loss of patient volume and the urgent need to embrace telehealth.

As a GP, you want to keep your focus on delivering outstanding patient care. The last thing you need is an IT infrastructure that adds to your non-clinical workload. That's where we come in. Our experience in IT managed services can help you reduce administrative hassles and assist in developing a stable and secure computing environment for your practice.

Practice management challenges:	Approaches to solving them:
<p>ADMINISTRATIVE BURDENS</p> <p>GP practices are in business to provide patient care, but doing so requires dealing with a mountain of paperwork.</p>	<ul style="list-style-type: none"> ▶ Choosing easy-to-use EHR and other software ▶ Ensuring IT choices are capable of supporting a medical office ▶ Outsourcing IT to a managed service provider
<p>SECURITY AND COMPLIANCE</p> <p>Protecting patient confidentiality and maintaining compliance are essential. Doctors can't afford risks from less-than-secure technologies and processes.</p>	<ul style="list-style-type: none"> ▶ Staying aware of security threats and leveraging a security-minded service provider to keep up ▶ Developing processes to help ensure compliance with HIPAA and other regulations ▶ Following best practices in data security
<p>KEEPING UP</p> <p>Almost no other industry is changing as fast as healthcare, creating extra demands on both clinical and administrative staff.</p>	<ul style="list-style-type: none"> ▶ Maintaining a flexible, adaptable IT infrastructure ▶ Embracing tools and technologies that enable evolving methods such as telehealth ▶ Creating professional development opportunities for staff, including technology training

PATIENT FOCUS

Well-designed systems enhance patient care. Conversely, a poorly designed and maintained IT function can decrease patient satisfaction through long wait times, billing errors and lack of follow-up.

- ▶ Reducing friction for patient appointments, care management, prescriptions, referrals and follow-up
- ▶ Using technology and apps to engage patients
- ▶ Offering easy-to-use options for virtual care

Great news: We can help your practice succeed in the rapidly changing world of healthcare. Our systems and processes allow us to support this complex model that GP practices deal with every day. Contact us to learn how we can help you develop and maintain the right IT approach for your practice.

Need more information?

Westech Systems

www.westech.co.za

enquiries@westech.co.za

011 519 4900