doc doc goose

> *"The solution is easy to setup and use. We are capturing the customized data that we need to solidify quality within our organization. Returning real data for board reports and HRSA compliance is easy and accurate. I would recommend working with doc doc goose and look forward to future projects with Allison Dluzynski!"*

TRAVIS BEARDEN

MSITM, PMI-CAPM,BIS, MCSA, ACSP

CHIEF INFORMATION OFFICER

HEALTH FIRST CHC

CLIENT

Health First CHC

- 150+ Employees
- 12 Locations

INDUSTRY & SERVICES USED

Healthcare Industry

- Patient 5 Star Dynamic Survey, Notifications, Analytics, HIPAA Compliant Konica Minolta Copiers, Papercut & Managed Print Services

THE PROBLEM

In order to maintain funding and HRSA compliance, Health First Community Health Center, in Providence, Kentucky, was required to survey patients on their care experience. Using a legacy survey app was ineffective and created extra work for the Administrative team. Health First was wasting hours of labor processing surveys each month, making it more difficult to respond to patient feedback and implement necessary changes. Their printers and copiers also needed to be upgraded for HIPAA compliance. It was time for some upgrades!

THE SOLUTION

doc doc goose created a custom application for Health First that allowed patients to complete the survey digitally. Results are now cataloged instantly, increasing efficiency and aiding in compliance. When entering an unfavorable answer, patients are immediately asked for additional comments, and the administrative software alerts a member of patient care, so they can implement necessary changes and improve the patient experience. DDG partner XBS Office Solutions set up a HIPAA compliant copy and printing system for Health First that allowed them to better manage printing jobs, reduce waste, and increase security. Now, Health First is looking toward utilizing their automated form solution to streamline return-to-work criteria documents from the CDC as communities begin to re-open during COVID-19.

About Doc Doc Goose

Every business is unique, even within the same sector. Solution Sales has really changed over the years. Originally, when there was a problem, a solution was made to fix that problem. Now, some systems are trying to be all things to all people.

At DDG, we think a little differently. We like our solutions to stay in their own swim lane. We research and vet best in breed software solutions to common business operational challenges such as data automation, accuracy, and efficiency. All of our offerings have been integrated together seamlessly on the backend, so this is transparent to our end user's experience. They get the 'Best in Class' – in each class.