

# Case Study

How Davis County Health Department Overcame Operational Challenges and Achieved Seamless Care Delivery with CureMD



## Introduction

In the heart of Davis County, UT, the local Health Department faced mounting operational challenges. Paper-based charting slowed them down, scattered scheduling processes led to long wait times, and the lack of a patient portal left the community in the dark about their own health information. Staff felt overwhelmed, patients grew frustrated, and leadership knew it was time for a radical transformation and brought in CureMD.

### The Struggle

## Inefficient Processes and Growing Patient Demands

### 1. Paper-Heavy Workflows

- ❗ **Problem:** Mountains of paperwork clogged every aspect of care, from intake forms to immunization logs. This manual documentation was prone to errors and took time away from patient care.
- ⚡ **Impact:** Staff burnout, delayed care delivery, and difficulty maintaining accurate records.

## 2. Disorganized Scheduling and Billing

- ❗ **Problem:** Appointment calendars were disconnected from billing systems, making it nearly impossible to track charges or manage patient flow efficiently.
- ⚡ **Impact:** Confusion at the front desk, long waiting lines, and missed revenue opportunities due to inconsistent billing processes.

## 3. No Patient Portal

- ❗ **Problem:** Without online access to health records, lab results, or appointment scheduling, patients had to rely on phone calls and in-person visits for every query.
- ⚡ **Impact:** Frustrated patients, overworked administrative staff, and missed opportunities for patient engagement.

## 4. Limited Remote Access

- ❗ **Problem:** Home visitation nurses and field teams struggled with outdated firewall restrictions and no ability to document patient information on the go.
- ⚡ **Impact:** Delayed updates, duplicated paperwork, and a higher risk of data entry errors.

## 5. Growing Public Health Concerns

- ❗ **Problem:** Communicable diseases and TB management required near-instant data sharing and contact tracing. The existing system couldn't integrate with state registries or support real-time information exchange.
- ⚡ **Impact:** Sluggish response times for critical public health measures, putting community health at risk.



## The CureMD Solution

### Advanced Capabilities That Changed Everything

#### 1. Unified, Cloud-Based EHR Platform

- ? What Changed:** Mountains of paperwork clogged every aspect of care, from intake forms to immunization logs. This manual documentation was prone to errors and took time away from patient care.
- 🏥 Game Changing Capability:** Auto-Populating Templates sped up documentation by pulling relevant patient history, allergies, and vitals into each new chart entry, drastically reducing repetitive typing.
- ✓ Value Delivered:** Staff gained back hours previously spent on paperwork, leading to quicker visits and happier patients.

#### 2. Fully Integrated Scheduling and Billing

- ? What Changed:** CureMD's scheduling module synchronized seamlessly with billing, ensuring that each appointment linked directly to the correct code and charge.
- 🏥 Game Changing Capability:** Smart Scheduling automatically matched appointment types with the right forms and note templates, minimizing human error and speeding up check-in.
- ✓ Value Delivered:** Reduction in front-desk chaos, significant decrease in missed charges, and an improved patient flow that kept the waiting room calm.








## How has the implementation of CureMD improved billing accuracy and efficiency?



“CureMD’s ability to provide real-time insurance eligibility checks has helped staff identify insurance coverage issues quickly, when the client is still at our office receiving services. This allows us to correct errors or issues with them more efficiently. And, the option to send claims to insurance carriers daily has sped up our billing process – we are receiving payments more quickly than before.”

– Davis County Health Department



### 3. Robust Patient Portal for Real-Time Engagement

-  **What Changed:** Patients could now access test results, request appointments, and view immunization records online 24/7.
-  **Game Changing Capability:** Secure Messaging enabled direct communication between patients and providers, reducing phone calls and in-person visits for routine questions.
-  **Value Delivered:** A 20% increase in patient satisfaction, thanks to transparency and easy digital access to their own health information.

### 4. Remote Access for Home Visitation Teams

-  **What Changed:** CureMD’s cloud-based architecture allowed nurses and case managers to document visits on mobile devices, even when working outside of the office.
-  **Value Delivered:** Real-time updates to patient charts, fewer errors, and immediate access to past records—dramatically improving care coordination for at-risk populations.

### 5. Connection to State Registries and Lab Systems

-  **What Changed:** CureMD integrated with the Utah Statewide Immunization Information System (USIIS) and lab services, enabling effortless data exchange.
-  **Game Changing Capability:** Real-Time Data Transfer drastically reduced the lag in updating immunization records and disease tracking.

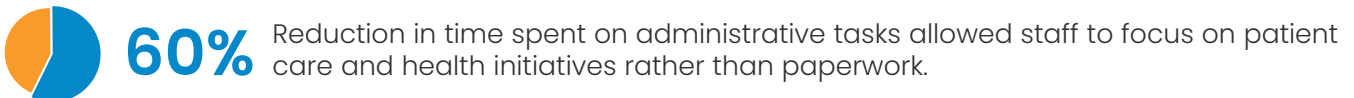


- ✓ **Value Delivered:** Faster outbreak responses and more accurate public health reporting, ensuring the Health Department was always one step ahead of community health challenges.

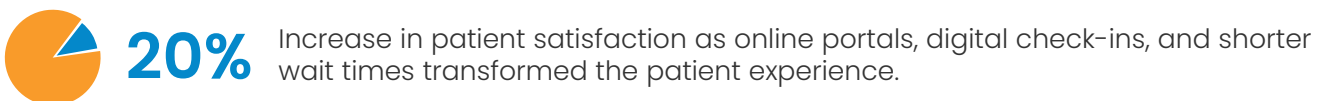
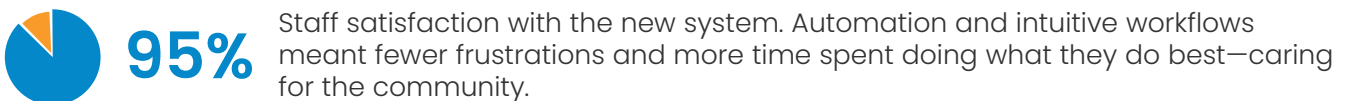
## The Results

## A Thriving Department and a Healthier Community

### 1. Streamlined Operations



### 2. Happier Staff, Happier Patients



### 3. Improved Public Health Outcomes

Quick data sharing and real-time remote access gave a massive boost to communicable disease management. Early detection and intervention resulted in fewer gaps in patient follow-up and contact tracing.

### 4. Financial Stability

Seamless integration of scheduling and billing ensured accurate, timely reimbursements. No more missed charges or lost revenue due to disconnected systems.

