

Managed IT Services for the Medical Industry providing help With EMR Implementation, Medical Billing, Revenue Cycle Management, HIPAA Compliance and Risk Assessment



Saurin Patel
Chief Executive Officer

CompuTech City
www.computechcity.com

Contact:
Diana Alfaro
407-745-1848 ext. 102
dalfaro@computechcity.com

Interview conducted by:
Lynn Fosse, Senior Editor
CEOCFO Magazine

"CompuTech City was founded in 2002. We found our niche as the medical industry was craving for a HealthCare Specialized IT solution provider that could help them with their specific needs." - Saurin Patel

CEOCFO: Mr. Patel, would you tell us about CompuTech City?

Mr. Patel: CompuTech City was founded in 2002. We found our niche as the medical industry was craving for a HealthCare Specialized IT solution provider that could help them with their specific needs. They were on the verge of adopting new technologies and trying to comply with HIPAA, while at the same time going paperless. After we started from then until now, we are helping one provider to multi-provider practices, mid-sized and large practices to meet the day-to-day technology needs, either from securing their data or helping them comply with HIPAA, helping them implement their software/hardware and staff training.

CEOCFO: How helpful is it that you have a long history?

Mr. Patel: When we started in 2002, HIPAA was very new to people because the majority of the practices used paper records and they did not have to worry about technology and keeping these secure. We help them implement and gain the knowledge year-by-year as the government enforces more regulations and more HIPAA guidelines. We educate ourselves by taking courses, reading books and articles, and by learning what the rules are and how serious they are, as well as how to help implement them over the course of years. After helping 600 plus providers, this experience helps us a lot today. My staff and I use this gained knowledge a lot when we are supporting people. It helps the company grow steadily because we are one of the first ones in Florida that started the business this way. Right now, so many IT companies are turning to the medical industry, where years ago they used to look away because of all the compliance. We have fourteen plus years of experience and it helps grow our business, versus somebody else who is just starting. Above all what helps us the most is we are only medical industry specific IT company versus our competitors. They have a knowledge of a little bit of every industry versus us focusing 100% of our resources on the medical side. We have gained experience for all the different software and medical inclined technologies. Currently our biggest client has ten thousand computers.

CEOCFO: Are you working as a MSP?

Mr. Patel: Yes we are an MSP. We also have many of the services that we started around the medical industry, such as a consulting service and helping them implement EMR (Electronic Medical Records), helping them to go on the cloud so they do not have to worry about the local server and procuring the server and making sure it is backed up. We help them with their medical billing, revenue cycle management, HIPAA compliance and risk assessment, and many other services that we have wrapped around the medical industry. You can say that we are a one-stop-shop for our clients.

CEOCFO: *Do you find the companies may start with one or two services and then add on?*

Mr. Patel: Yes that is what they do. The majority of our clients start with the service they need at the moment. They realize how much experience we have and how advanced we are in our solutions and then over the course of our relationship they add more of our services.

CEOCFO: *How do you make the transition smooth?*

Mr. Patel: That is where experience comes in, such as with a brand new practice that never had an IT company or a practice that had an IT company but they were in a mess. We have seen a lot of different scenarios. By using the latest and the best tools for our industry that help us put all of our experience together and create a nice on-boarding plan package for the client or the plan for our staff and project managers, that they follow steps one by one. Every client is different and has a unique need. Like I said if they had an IT person that just left overnight, they do not have much time to plan and go by the book so we have to create a unique program and the plan to take over. The majority of our plan is right on the dot.

CEOCFO: *How have the systems improved over time and how have you been able to make it second nature for users?*

Mr. Patel: Things have evolved a lot but of course there is a long way to go versus other industries. When all the EMR companies started coming out which helped doctors go paperless, they had a very expensive way of implementing and providers always try to cut the cost and take minimum training and then have one employee train the other one. Every time it is passed on, some knowledge is not passed on properly but now all the major players in the industry have very good content on the portal, so every time the new employee is hired they will go through those courses and it is more like online university. Whatever their job role is, they go through screen by screen and understand it. They share with other staff after that and it helps them adopt and understand how the software works. When it comes to IT we make sure that we have a special process that we use every time. By holding their hands during the first couple of weeks, it helps them a lot.

CEOCFO: *Were you always so proactive?*

Mr. Patel: Proactive is the biggest key. In the medical industry reactive does not work. When the medical practice opens at 8:00 in the morning and the waiting rooms are full of patients. The doctor comes in and when they are ready to see the patient and if their system is down, they do not have a time to call us and we do not have time to go there and fix their computer and get them going because it makes the whole practice go behind. We put about 45% of our resources on proactive. We have the best-in-industry tools to help us monitor all the systems and securities in advance because just like the body, computers and servers and devices all have symptoms. They tell you if something is going to go bad. You just have to have those monitors in place or sensors in place to know those symptoms before the big disaster or downtime happens, so we can go in and prevent it.

CEOCFO: *What are you offering that is not getting the traction it should?*

Mr. Patel: Mostly it is the security part. Nobody wants to spend money. We have a business that works proactively and it is not popular that every single provider or practitioner understands the need of security. That has always been the biggest hurdle to educate them. We do not want to wait until some disaster happens when you get hacked or you get your computer encrypted and somebody is asking for ransom to unlock the information.

CEOCFO: *How are you growing the business?*

Mr. Patel: The majority of our business comes from customer service. We believe in delivering service that our customers are pleased and that they prefer because the medical industry is also about trust. The patient has trust with the provider and the provider wants to trust the vendors. The best way to win the trust of somebody new is to know the people that they know, which are our existing clients and make them happy so they talk about us to others it is easy to start the relationship with a higher trust and take it to the next level. About 80% of our business comes through referral.

CEOCFO: *Why choose CompuTech City?*

Mr. Patel: It is all about experience and knowledge brings to confidence our consultants. When we are doing a recommendation it is not about what new computer or server is out there or whatever security is out there. It is about the provider, their practice and how they run their practice. Whatever their needs are, based upon our experience we are able to give them recommendations. That saves them money as well as helps them comply and be secure as well as provide the customer service to their patient as they always want to. Going with CompuTech City they can rest assured that they are in good well-experienced hands and a big team with years of experience that is backing them up.