



MGSFL Partners with Vim for Integrated Digital Scheduling and Quality Gaps with Radically Lower Implementation Effort

The Medical Group of South Florida

The Medical Group of South Florida (MGSFL) is a multi-specialty medical practice with 2 locations and 25 providers across 11 specialties including primary care, podiatry, orthopedics, cardiology, gastroenterology, physical therapy, radiation oncology, chiropractic care, and a variety of diagnostic imaging.

2

Locations

11

Specialties

25

Providers

110

Medical Staff

Challenge

Deploy integrated scheduling and quality gap solutions across multiple payers without traditional integration project effort

As a multi-specialty medical practice with a diverse and growing patient population, The Medical Group of South Florida (MGSFL) has prioritized technology solutions that allow their clinical staff to spend more time addressing patient care and less time on administrative burdens.

“Our goal is to be a one-stop shop for our patients so they can come to us and receive all the care they need in one place,” says Tyler Watkins, Director of Information Technology, MGSFL. “We try to streamline processes for the convenience of our patients. We also employ technology wherever possible to automate processes, increase efficiency, and improve patient care.”

Like many medical groups, MGSFL was searching for ways to increase efficiency in their scheduling and quality operations. Office staff scheduled each patient manually with no connection between clinic schedules and external digital channels, which affected patient experience and access while requiring lots of staff time. On quality, MGSFL care team members had been manually accessing multiple payer portals and data sources, matching HEDIS and other quality gaps to patient charts one-by-one before visits. The IT team was familiar with more direct connections to external data sources, but prior integrations had been time intensive, cumbersome, and even expensive.



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MGSFL needed an avenue to connect to key payers in their market to enable direct scheduling access and to embed patient insights directly into EHR workflows at the moments when that data would be most relevant and actionable, and they needed to do it without a lengthy and cumbersome EHR integration.

Approach

Deploy Vim for multi-payer connectivity with low lift implementation

In order to enhance operational efficiency, improve patient access, and surface quality insights at the point of care, MGSFL deployed Vim to quickly implement direct scheduling and a quality gap interface directly within eClinicalWorks, MGSFL's EHR. Due to Vim's novel integration technology, both integrations were completed in under 30 days with limited work required by the MGSFL team. As a result, MGSFL now receives direct patient bookings from a key payer's website and MGSFL care team members can now see quality gaps for eligible patients from another key payer embedded directly into their clinical workflow.

These direct connections between payer data and MGSFL's operational and clinical workflows are saving the MGSFL team time while enabling seamless access to enhanced insights at the point of care.

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Our integration with Vim was easy and exceptional. By working independently of our EHR, we were able to move swiftly and meet our deadlines. We never waited on Vim to take action, in fact, they were often waiting on us! From the get-go, Vim has been proactive in their approach to assessing needs and helping us achieve our goals.

Tyler Watkins, Director of Information Technology, MGSFL

Results

Increased appointment bookings and quality care gap engagement rate

With Vim's Digital Scheduling and Quality Gap capabilities embedded within their EHR, MGSFL began seeing results immediately.

30

Days to implement both Digital Scheduling and Quality Gaps solutions

2

Key payers whose data is now directly connected to operational and clinical workflows

18

Directly schedulable providers