

CUSTOMER SUCCESS



**Dee Rountree Barr**  
**Manager**  
**Physician Practice**  
**Information Systems**

## Memorial Health University Physicians

**Customer Care that Works, Thinks and Moves the Way They Do**

Excellent customer service. A catch phrase in every industry—one of those things that’s easy to talk about, but difficult to find. At Memorial Health University Physicians, providing an excellent level of service to patients is the foundation of their practice philosophy. They also have an expectation of receiving the same level of excellent service from their business partners.

The customer care programs that Sage Software offered are what first sold them on the Intergy by Sage clinical and practice management systems and an ongoing relationship with Sage Software. “I have never received this kind of attention from upper level management at other vendors. Sage Software has a team in place that understands our unique needs and managers who check in with us to make sure things are going ok,” says Dee Rountree Barr, manager of physician practice information systems at Memorial Health.

What initially interested Ms. Rountree Barr and others at Memorial Health about the Intergy system was the fact that, unlike other systems they were looking at, it offered all the clinical, financial and demographic information in a single database solution. However, while this was very appealing, they needed more than that to sell them. They needed to feel that the vendor understood their needs and would continue to offer new and innovative solutions into the future.

According to Ms. Rountree Barr, “It was our visit to the Sage Software research and development (R&D) facility that really sealed the deal.” After spending some time at the R&D campus, they were sold. “It was the way we were greeted and attended to that was so impressive,” she says. “And then we got to see how they develop products. The extent of the research and analysis they do is amazing. They use a computer program to take them through the process so that nothing is missed and then nothing is released until that entire process is done step by step. To me, that is really doing your homework. You are releasing exactly what you intended for your customers.”

With more than 40 sites and 500 employees serving 2,000 patients each day, fast and efficient implementation, training, and support was going to be critical to Memorial Health. Based on the experience at the R&D complex and her positive relationship with her Customer First Representative, who she says “is the best in the country,” Ms. Rountree Barr felt confident that she would get the service and support she needed from Sage Software.

**Customer:**

**Memorial Health University Physicians**

**Specialty:**

Multi-specialty Enterprise

**Location:**

Georgia

**Number of Locations:** 40

**Number of Employees:** 500 Users

**Products:**

- Intergy Practice

**CHALLENGE**

Required a system that offered clinical, financial and demographic information in a single database solution. Preferred a vendor who would understand their needs and would provide support and further innovative solutions into the future.

**SOLUTION**

Sage Software was selected to provide the Intergy clinical and practice management system. Designed a seven-phase program to train 500 employees and implement the system throughout its 40 sites.

**RESULTS**

Customized implementation resulted in virtually no disruption to patients; Sage Software helped create a customized training program; Solutions were tailored to the facilities’ needs and workflow. Supported by a well-developed process for upgrades and new systems.

She wasn't disappointed when the long implementation began. It isn't easy to convert 40 sites and train a staff that size without the management of the practices or the care of the patients suffering in some way, but with the support of Sage Software, they have managed to avoid any problems of this kind.

The Sage Software implementation team has been integrally involved in working with Memorial Health to develop a plan based on their unique needs. Together, Ms. Rountree Barr and the implementation team created a seven-phase program to implement the practice management system across the 40 sites and get the employees trained.

The training team from Sage Software created a customized training program for Memorial Health. "We did a train the trainer program with Sage Software that went very well," Ms. Rountree Barr recalls. "Then, the trainers came in and conducted the first phase of staff training while our newly trained in-house trainers watched. After that, the Sage Software trainers watched our in-house team present the second phase of training. Now our trainers are doing it all." Beyond the classroom training, Sage Software worked with Memorial Health to develop their own unique CD-based training to use as a pre-requisite for all staff before going to class. Ms. Rountree Barr says the CD-based training has been invaluable, "I go out to practices now and people are referring back to the CDs and using them when they have questions about the system. They love it."

Dee Rountree Barr has been working as a manager in information systems for over 12 years and she feels this experience has been like no other implementation. The visit to the research and development campus, the ongoing support from her Customer First Representative, the way the implementation and training teams have delivered solutions to fit her needs instead of asking her to do things their way—it has all been better and smoother than she could have hoped for.

But one experience stands out above all the rest as an example of why she is so glad she chose Sage Software and Intergy. "When we were implementing the system in our second-largest practice, I got a

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call from the CEO of Sage Software Healthcare Division. He knew we were going through a huge and important implementation, and he was just calling to see if it was going ok. I have never had someone at that level call me—not my manager but me, the person in the trenches, doing the implementation. He took the time to call me and he knew exactly what was happening with us. It is that kind of thing that makes all the difference in the world for an organization like this one."

## ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT Certified<sup>SM</sup> for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

## Sage Software

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