



THE CLIENT



URGENT CARE
powered by **FAST TRACK**

Healthcare
 260+ Staff

20+ locations
 Partners for over 10 years

“ Being able to really rely on you all, I think twofold we're able to reach out and be educated so that if something does happen, we're able to self solve and even support our teams... As a leader, that's really helpful so that I can focus on really taking care of my teams and knowing that I have the right resources. **”**

CHALLENGES

1. The previous phone system's frequent outages and delays disrupted staff workflows and patient communication, vital lifelines for a healthcare facility.
2. The major transition from ECW to Epic EMR required extensive technical support to ensure seamless healthcare delivery.
3. Expanding from 2 to 20+ locations in 11 years, created complex IT challenges requiring scalable solutions and expert guidance.
4. Maintaining HIPAA compliance and strong cybersecurity across multiple locations amid rising threats demanded specialized expertise and proactive monitoring.

SOLUTIONS

1. Migrated the phones to TeleVoIPs, adding advanced tracking, analytics, and security for consistent, reliable communication.
2. Supported the ECW-to-Epic migration, securely bridging urgent care and hospital IT systems.
3. Supported 1-2 new centers annually with scalable IT solutions for diverse sites and new regions.
4. Established regular compliance reviews, education, and escalation protocols to maintain HIPAA and cybersecurity standards across all locations.



**Communication
Platform Migration**



**Workflow
Development**



**Compliance
Technology**

BENEFITS

1 Growth Management
Sterling Ideas successfully managed the organization's growth from 2 to 20+ locations, enabling rapid deployment of new sites with the right IT infrastructure in place. The team delivered flexible solutions for diverse configurations, including shared facilities, while maintaining consistent, high-quality service across all locations throughout the expansion.

2 Leadership Support
Through immediate responsiveness to IT needs, leadership was able to focus on patient care and team management while maintaining operational efficiency. Educational resources empowered staff to resolve common issues independently, supported by constructive feedback that guided informed decision-making and proactive planning for challenges such as hurricane season and power outages.

3 Compliance & Security Assurance
Regular compliance check-ins with actionable recommendations, proactive cybersecurity monitoring, and employee education through tailored training strengthened protection, supported by clear escalation procedures with Sterling Ideas and hospital IT.