

ReMedi finds the remedy for their connectivity concerns

- **Business needs** - When COVID-19 locked down most healthcare systems, ReMedi needed a new way to train medical teams to use electronic health record (EHR) technology.
- **Networking solution** - [AT&T Dedicated Internet](#) makes live remote training sessions possible for hundreds of simultaneous users.
- **Business value** - The ability to continue to operate during the pandemic, gain increased efficiency, and deliver significant savings for clients.
- **Industry focus** - Healthcare IT consulting
- **Size** - 85 employees

About ReMedi Health Solutions

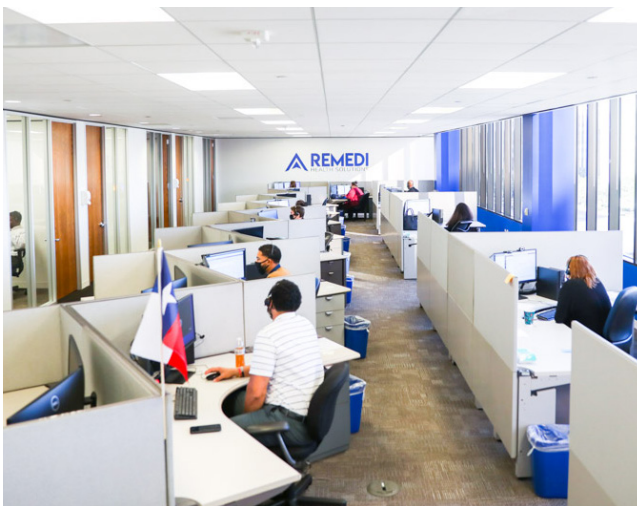
ReMedi Health Solutions is a national healthcare IT consulting firm. They offer consulting services to healthcare organizations. The firm provides innovative solutions to simplify the time-sensitive process of implementing new Electronic Health Record (EHR) systems. Their expertise in evaluating, organizing, and making knowledgeable recommendations for EHR implementation helps to improve the quality of healthcare for their clients and the patients that depend on them.

The situation

ReMedi's method for instructing healthcare workers how to use new EHR technology involved flying hundreds of physicians to each client's location and individually training each medical professional. When COVID-19 locked down most healthcare facilities, ReMedi needed to create a virtual training approach that was as effective as its in-person method. At the time of the lockdown, they were working with a healthcare organization that had a hard deadline for completing the EHR transition. ReMedi needed a robust and dependable infrastructure, and they needed it quickly.

Solution

ReMedi chose AT&T Dedicated Internet, which delivered lightning-fast connectivity that has allowed the company to train thousands of doctors, nurses, and other healthcare professionals over livestream video. The resulting digital transformation has forever changed the way ReMedi does business. ReMedi now provides tablets for video training, trainees complete the program in about a quarter of the time, and clients save between 30 and 40 percent of the original cost.



Overcoming EHR challenges

Electronic Health Records (EHR) are real-time, patient-focused, digital versions of patient charts, mandated by the federal government in 2014. This system was designed to provide easier, congruent access to patient records to help streamline the workflow and visibility of information for providers. While this mandate can facilitate better communication and care for patients, implementation of it is complex and continues to frustrate many healthcare organizations. A 2018 Harris Poll and Stanford Medicine survey found

that 59 percent of physicians felt that their EHR needed a complete overhaul.¹

ReMedi Health Solutions eases the burden of implementing new EHR systems. Deploying a new EHR can be a stressful, time-sensitive project that involves selecting the system, migrating the data, and training physicians and other healthcare professionals how to use it.

GP Hyare, ReMedi managing director, said the company uses its understanding of technology and its deep clinical background to help organizations overcome EHR challenges. “Whenever a hospital system chooses to switch to new electronic health record technology, we assist with every aspect of the implementation,” he said. This includes helping with the choice of a system, one-on-one physician training, and support when the new system goes live.

While moving to a new EHR can be complicated, ReMedi manages the complexity so organizations can streamline the process that’s driving EHR implementation and achieve their financial, operational, and clinical objective goals.

A new operating strategy

ReMedi has always been committed to pulling all the necessary resources together to create an informed EHR implementation process for their clients. “We strive for a successful implementation, and we’ve found that investing in our own physician informaticists to train physicians on the new EHR makes a world of difference,” Hyare said. “That leads to the patients getting better care because the physicians aren’t uncomfortable with the software

¹ <https://med.stanford.edu/content/dam/sm/ehr/documents/EHR-Poll-Presentation.pdf>

that they're using. They can focus on the patients rather than on using the computer."

It wasn't unusual for the company to fly 100 to 150 physicians, nurses, and other hospital professionals to help a hospital or other healthcare facility deploy a new EHR platform. The system worked well because ReMedi's trainers understood the needs of the hospital staff. "Physicians train physicians, nurses train nurses, and front desk staff train front desk staff," he said.

The system that was in place was working well for ReMedi and its clients; however, the COVID-19 pandemic forced their leaders to come up with a new operating strategy to ensure healthcare facilities were receiving critical information to better treat patients. "Prior to COVID, everything we'd ever done was in-person, but the pandemic locked down everything," he said. "It turned our model completely upside down."

The company's clientele had come to appreciate ReMedi's at-the-elbow support. "This means that whenever a client we're training has a question, there should be a person at his elbow to answer it," Hyare said. "How do you have an at-the-elbow support person when you're no longer able to be at the elbow?"

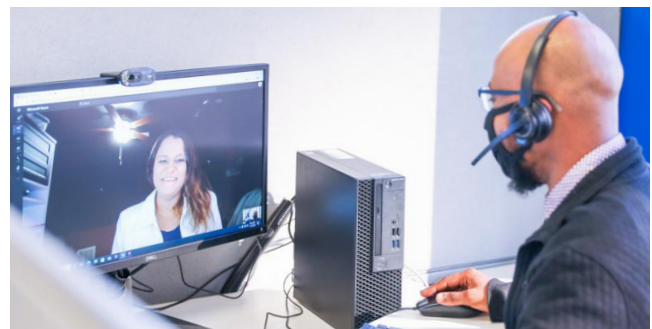
A robust and dependable infrastructure

ReMedi decided to move to a virtual model. They gave tablets to healthcare workers and were given permission to access them remotely. Since ReMedi trainers could see the screens, they were better able to answer questions using a video connection. "Instead of flying over 100 people to a hospital, we distributed over 150 tablets across 30 clinics and planned to support the clinicians completely virtually."

It was important to move fast. When COVID-19 sent the nation into a lockdown, ReMedi was working with a healthcare organization that had a hard deadline for completing its new EHR implementation.

For the plan to work, ReMedi needed a robust and dependable infrastructure. "We reached out to a couple of different providers and AT&T Business was the only company that didn't ask what the size of our company was," Hyare said. "And every other company said that it would take over 60 business days to get this accomplished."

"We needed a speedy network fast, and AT&T Business was able to deliver that in under 30 days. We needed that speed because the hospital was going live on a certain date and they weren't going to change," he said.



Above and beyond what was envisioned

Its hospital client was initially skeptical, because ReMedi's virtual training called for adding an additional layer of technology – tablet computers to support video communication between trainees and teachers. "It was a tough sell, but they understood that we were looking out for their safety. They knew that this was the best scenario for them to get the training and support that they needed to meet their deadline."

“We had a hard deadline to meet, and AT&T Business worked countless hours to make sure that we were able to achieve that goal.”

GP Hyare
Managing Director, ReMedi Health Solutions

ReMedi created a virtual command center at its Houston base, where more than 100 physicians and other professionals worked to instruct the employees of a large Northeast hospital. It selected AT&T Dedicated Internet, which has provided a private, one-to-one connection between the customer and AT&T Business. The highly secure connectivity is proactively monitored and supported 24/7 by AT&T Business experts.

ReMedi had only 30 days to create its new virtual training methodology. Hyare was impressed with the process to get AT&T Dedicated Internet implemented. “We built an entire office and got AT&T Business to install the solution within that 30 days.” He said that AT&T really stepped up because ReMedi told its account team that it was supporting a hospital struck by COVID-19. “We not only hit that goal, but we were able to go above and beyond what we had envisioned. And I don’t think any other company would have been able to do it.”

Hyare continues by sharing, “We used the system from AT&T Business to be able to accommodate everyone virtually. We had 100 computers all streaming at the same time for 24 hours throughout the day, supporting the hospital with absolutely no lag. And the only way we were able to do that was with a strong internet connection.”

He praised the client service that AT&T Business delivered. “AT&T was amazing to work with,” he said. When there was an issue with a router, ReMedi’s account team had a new chip shipped overnight. “All our computers were up and running with a one-day turnaround.”

Impressive results in a quarter of the time

ReMedi’s virtual training worked perfectly. “It was the first time anyone had ever tried this on-demand support model, and it worked very well,” Hyare said. ReMedi has virtually implemented two additional hospital systems and is currently working with an academic institution using its virtual model.

Hyare appreciates how the AT&T Dedicated Internet solution is helping them to deliver their services. “It’s amazing,” he said. “Clients are blown away with the results we’re able to achieve virtually.” One client operates 135 clinics spread throughout a large city. “You can imagine it being a logistical nightmare to visit all those clinics, but in a matter of 10 days we were able to train 1,000 people.”

Clients appreciate the convenience of ReMedi’s virtual training. “They don’t have to go to a centralized location. They can be at their home or office and talk to another physician one-on-one to get the training done. It doesn’t interfere with their patient schedule and they get better-quality training because it’s one-on-one instead of a classroom environment.”

In addition, the classroom model required everyone to complete six to eight hours of training, but the one-on-one model has cut the required time to two

hours. “They can get everything they need in about a quarter of the time,” he said. “And they can always come back and ask for more sessions if they need them.” When new staff are hired, the healthcare organization can choose to train them in-house or call on ReMedi for virtual sessions.

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A game changer

The company’s success with virtual training has forever changed its business model. “I don’t think we could ever go back to the old way. Even if a hospital requested that we do it, we would show them how beneficial the virtual model is and how much they can accomplish.”

Each client that received virtual training has been satisfied with the results. “They just love it,” Hyare said. In addition to being effective, the virtual lessons save clients between 30 and 40 percent of the original cost since they no longer need to pay for flights, lodging, rental cars, and meals for ReMedi’s consultants.

The new model also leveled the playing field for ReMedi, as the company is better able to compete with more established consultants. “It’s been a game changer for us. We’re now in the conversation with a lot of larger consulting firms.”

Support every step of the way

Hyare said he is grateful for the support ReMedi gets from its AT&T Business account team. “We have an amazing relationship with them. There’s no way we would have been able to support the hospitals without AT&T Business providing everything that they did for us and working so diligently with us.”

He especially appreciates the time his account team put in the day before ReMedi deployed its 5G solution. “Our AT&T Business account rep was on the phone with me until 10 p.m. making sure that we had everything that we needed to support the hospital the next morning. They were great to work with and they were with us every step of the way for the entire process.”

“We were presented this crisis, and we called other providers who said they couldn’t get it done on time,” Hyare continued. “We told AT&T Business the problem, and within 30 minutes, I was talking to the manager. And within an hour, we were getting the contract drawn up because they knew that they could deliver.”

The success of its first deployment resulted in several new clients for ReMedi. “It has been a direct result of our being able to be virtual for that first client,” Hyare said. “We had a hard deadline to meet, and AT&T Business worked countless hours to make sure that we were able to achieve that goal.”