

Dental Practice Improves Workflows and Saves Money through Technology Partnership

The Company:

Central New England Endodontics and Implantology is a New England-based endodontics practice whose mission is saving teeth and relieving pain. Central New England Endodontics has four offices throughout the New England region and has been in practice since 1970. Central New England Endodontics is leader in endodontic care in their region.

www.rootrds.com

The Challenge:

With four office locations in the New England area, Central New England Endodontics struggled with four main technology challenges: They struggled with network connectivity, struggled to manage their electronic patient records, had an under-skilled IT resource, and struggled with a lack of capacity to function in their day to day roles because of no technology roadmap.

Prior to working with I-M Technology, Liz and the team at Central New England Endodontics tried multiple approaches to solve their IT and technology frustrations but had little success because these approaches were merely a band-aid. The result before partnering with I-M was a frustrated staff, inefficient communication, and a lack of functioning from patient to patient.

Technology downtime cost Central New England Endodontics approximately \$20,000 a day. By partnering with I-M Technology, the result was a cost savings of \$2100 a month while improving their internet at all locations, and preventing continued frustrations because downtime was eliminated.

The Solution:

Being aware of these challenges, Office Director Liz Gaudette worked with her staff to partner with the team at I-M Technology because of I-M's proven, strategic IT process for healthcare practices. The process of outsourcing their technology was a seamless one and ultimately helped alleviate their IT issues through their approach and easy on-boarding process.



☎ 866.755.4486

✉ info@i-mtechnology.com

🌐 www.i-mtechnology.com

Dental Practice Improves Workflows and Saves Money through Technology Partnership

The Result:

“Our offices are now connected, our docs can easily see patients in multiple offices, and getting this result with our technology was seamless with I-M Technology. We were able to transition our practice management software, EndoVision, and our office hardware to the right technology. I-M Technology CEO Stuart Bryan and his team did a lot of educating of our staff which is important because our staff has different experiences with technology due to their ages and backgrounds. The team at I-M aligned everyone nicely.”

“Our staff has daily responsibilities to focus on, instead of solving their own IT problems. The team at I-M helped us understand the new technology and now solve these IT issues for us so our staff doesn’t have to.”

Because of their approach and process, Central New England Endodontics can now leverage their practice management software in EndoVision to better serve their patients and operate more efficiently.

“The IT and technology support that our staff has experienced has been great. Our staff can now share data between offices and work with less frustrations. We’d highly recommend them to any other healthcare practice or business.”

– Office Director, Liz Gaudette



☎ 866.755.4486

✉ info@i-mtechnology.com

🌐 www.i-mtechnology.com