



What is the implementation process?

During the initial Consult phase, the process starts with an in-depth review of the Practice as well as the doctor needs and expectations. During the Practice Scan, we gather quantitative, objective information about the practice. This combination of what the practice professionals tell us and what we gather about the practice infrastructure and operation allow us to build a customized solution and recommend process changes that help smooth the transition to a digital environment and ultimately become much more productive and efficient.

Following a customized implementation plan that we call “Protocol” the process also includes a Wellness phase that’s all about making sure our clients continue to be “truly meaningful” users." This wellness phase relies on the solid support from PTG – living in the local community and available when needed to solve a problem onsite.

- **Stage 1 (Practice Consult)**

During the Practice Consult we’ll seek to learn about the practice’s plans, experiences, hopes, fears and expectations when it come to implementing gloEMR. We’ll ask a series of questions about the practice, people, opinions and requirements. The outcome is a profile of the key factors that affect how you the practice will operate.

- **Stage 2 (Practice Scan)**

During the Practice Scan, we build on what we learned during the Consult stage. We gather quantitative data and details about the practice and workflow and create an inventory of the specific technical and operational requirements and systems.

- **Stage 3 (Proposal)**

At the Proposal stage, each practice receives a customized plan of action with a clear picture of the technical, team, and financial requirements needed for implementation. The proposal includes the observations and insights collected earlier as well as the costs and timing for implementation, training, and support.

- **Stage 4 (Protocol)**

This stage is all about successfully transitioning a practice from paper charts to gloEMR. In order to ensure our success, we leverage the information gathered during the Consult and Scan stages plus feedback to our proposal. Our plan of action guides the integration of people, processes, and technology.



- **Stage 5 (Wellness)**

Ensuring your practice's overall health is an important goal of the process. We do that by ensuring the practice has ongoing support to address issues that may arise as you implement your gloEMR solution. PTG monitors the performance of your system and integrates your individual feedback.

Remember, gloStream guarantees that your office will be back to full patient workload within 15 days. Get started today! Contact PTG at (864) 552-1291.

Palmetto Technology Group
114 Williams Street
Greenville, SC 29601
info@palmettotg.com
www.palmettotg.com
(864) 552-1291