

# Case Study:

## South Florida Integrative Medicine Improves Practice Efficiencies with Updox



### Customer Overview

South Florida Integrative Medicine (SFIM) is a large mental health and wellness practice based in Coral Gables, Florida. The practice has ten providers who offer a wide variety of services including psychiatric and psychological therapies, mental health evaluations, psychoeducational assessment services, nutritional counseling, and holistic treatments. Successfully providing care to a diverse patient population requires proactive management and innovation, which is why SFIM turned to Updox for telehealth support.

### Challenge

As a large, multifaceted practice, SFIM has to be flexible to consistently provide the best care to its patients. Offering telehealth visits is part of that commitment, but when practice leaders were searching for a provider, they weren't willing to sacrifice time and effort to learn multiple systems. They knew they needed a platform that could integrate with their existing workflows, including their EMR.

#### Key Takeaways

- ✓ Large and diverse patient population
- ✓ Multifaceted service offering
- ✓ Needed to offer patients flexibility without adding effort and cost

## Solution

SFIM chose Updox Telehealth because it integrated easily with their existing practice management software. They were happy with their current EMR, DrChrono (another EverHealth solution), so they knew Updox Telehealth would be compatible.

“When we needed a new telehealth option, we looked to see what platforms were already integrated with our EMR platform, DrChrono. Updox was the best option for us, and we have been very pleased with how the two seamlessly integrate,” says Reed Humphrey, Managing Partner and Director of Business Operations and Outreach at SFIM. “We especially enjoy the waiting room feature within Updox’s Video Conferencing. The single secure link and ease of usability for both our doctors and patients has been very impressive,” he adds.

The practice also appreciates the waiting room option built into Updox Telehealth, which allows Video Chat invites to be sent to recipients in advance of their scheduled appointment to better align with traditional in-office workflows.

SFIM patients appreciate the convenience of seeing their providers through HIPAA-compliant video chat, and providers enjoy the flexibility too. Both report the platform is intuitive and easy to use.

### Key Takeaways

- ✓ HIPAA compliant
- ✓ Intuitive and easy to use
- ✓ Seamlessly integrates with existing EMR

## Results

Since implementing Updox Telehealth, SFIM providers have been freed up to spend more time with their patients, and the practice itself has seen noticeable time and cost savings. Most importantly, busy patients appreciate being able to see their providers on a secure and private platform that they can access wherever they are.

### Key Takeaways

- ✓ Convenient for busy patients
- ✓ Secure, private platform
- ✓ Saves the practice time and money

“Updox is reasonably priced and provides great value to our practice. We have been pleased with the implementation and customer service as well. The secure and easy-to-use platform allows us to spend more quality time helping our patients.”

- Reed Humphry

Managing Partner, Director of Business Operations and Outreach  
South Florida Integrative Medicine