

Case Study:

Las Vegas Pediatric Urology Uses Updox for Added Efficiency, Security, and Patient Satisfaction



Customer Overview

Board-certified pediatric urologist, Dr. Andrew Hwang, founded Las Vegas Pediatric Urology in 2014 to deliver the personalized, compassionate care young patients deserve. High standards earned his private practice a rating of “Top Doctor” or “Best Doctor” in Las Vegas nearly every year since 2011.

The practice relies on the Updox Platform to streamline day-to-day operations because it seamlessly integrates with their electronic health records (EHR). They recently added Updox Secure SMS and eForms.

Challenge

Dr. Hwang and his staff were interested in finding a secure, HIPAA-compliant tool for messaging patients’ families, but their software could not automatically connect patient contact information with outgoing text messages. With their current process, staff would have to add each patient’s information to corresponding messages. The practice needed a solution that linked directly with their EHR to simplify the process. The practice also wanted to streamline the intake process to reduce paperwork, resulting in fewer physical forms to store.

Key Takeaways

- ✔ Needed a HIPAA-compliant platform for sharing text messages with patients.
- ✔ Found most solutions lacked information about the sender, creating confusion for staff.
- ✔ Wanted an easy-to-use solution that linked directly with their EHR.
- ✔ Needed to reduce paperwork and the storage space necessary to house it.

Solution

Updox Secure SMS and Updox eForms, optional features within the Updox platform, fit their needs. As an extension of the Updox platform they already used, everything was already integrated with their EHR. This made implementation of the features effortless. All they needed to do was set up a link for log in. Dr. Hwang notes that the functions are intuitive and easy to learn, so his practice was able to roll out the new features to the staff immediately and without downtime. They instantly saw the benefits.

Updox Secure SMS made non-emergency communication easier by allowing patients to send text messages to the practice at their convenience. Now, the contact information for established patients automatically appears along with text messages, so manually uploading contact information is unnecessary. Meanwhile, Updox eForms streamlines the intake process, enabling patients or caregivers to fill out medical

forms on their phones or computers — whichever is more convenient. This feature helps minimize unnecessary paperwork.

Key Takeaways

- ✓ **Updox Secure SMS enables convenient, non-emergency communication with patients.**
- ✓ **The feature automatically connects patient contact information to text messages.**
- ✓ **Updox eForms simplifies the intake process and reduces unnecessary paperwork.**
- ✓ **Both HIPAA-compliant features are integrated with their EHR.**
- ✓ **The doctor and staff appreciate the added convenience, flexibility, and ease of use.**

Results

Sending and receiving secure texts has significantly improved the staff's efficiency and allowed them to focus more on patients. Dr. Hwang reports that communication with patients is much easier and that the practice can easily identify the person messaging them. Parents of their patients were especially grateful for the ability to send non-emergency text messages to the office any time. Office staff respond to these messages throughout the day or after the office has closed, giving them maximum flexibility, improving efficiency, and increasing patient satisfaction.

Key Takeaways

- ✓ **Updox Secure SMS and eForms are convenient, flexible, and easy to use.**
- ✓ **Both features are HIPAA-compliant and integrated with the practice EHR.**
- ✓ **Updox Secure SMS improves communication with patients and increases efficiency.**
- ✓ **Staff can respond to non-emergency messages between visits or after hours.**
- ✓ **Updox eForms streamlines intake and securely stores patient information digitally.**
- ✓ **Less physical paperwork reduces inefficiencies and the need for storage space.**

“My favorite part is that Updox is already integrated with my EHR. If a practice has Practice Fusion or an EHR that is integrated, they should consider implementing Updox because it makes communicating easier and keeps patient information secure and easily accessible.”

- Dr. Andrew Hwang
Pediatric Urologist
Las Vegas Pediatric Urology