COMPASS COMPUTER GROUP, INC.

CASE STUDY

How a Multi-Office Oral Surgery Practice Got IT Services They Can Trust With PHI

After interviewing several IT firms, one surgical practice found a partner who understood healthcare, PHI, and OMSVision.

CLIENT: Multi-Office Oral Surgery Practice **SERVICES:** Managed IT & Compliance Services

EXECUTIVE SUMMARY

A multi-office oral surgery practice was struggling with IT instability and worry over PHI backups and privacy compliance. After interviewing several firms, leadership chose Compass Computer Group for its medical and dental expertise. The result: PHI backups the practice trusts, a technician staff know by name, and a multi-year partnership the Director of Operations calls one of the best they have ever chosen.

CHALLENGES

- After interviewing several IT firms, leadership sought a partner who could finally stop the ongoing IT instability.
- Correct, privacy-compliant PHI backups were a constant source of worry for practice leadership.
- A new surgical office, including sensitive sterile surgical rooms, needed specialized IT provisioning.
- Specialized OMSVision oral surgery software required IT support with genuine clinical domain knowledge.
- Day-to-day IT management burdened the Director of Operations, pulling focus from patient-facing priorities.

COMPASS COMPUTER GROUP'S APPROACH

KEY ACTIONS

- Assigned a dedicated technician who learned OMSVision and coordinated directly with the vendor by phone.
- Completely outfitted the newest surgical office, including IT setup for the sterile surgical rooms.
- Established a private Internet connection to each PC and enabled secure remote login for many repairs.
- Configured the technician to oversee backups, virus protection, and phone services across each office.
- Delivered rapid on-site response whenever an issue could not be resolved remotely.

SOLUTIONS

- A managed, monitored IT environment covering hardware, network, backups, antivirus, and phone systems.
- Secure connectivity with private per-PC connections and remote support access for fast resolution.
- Specialized clinical software support through direct coordination with the OMSVision vendor by phone.
- Proactive monitoring that flags network issues before staff arrive to open the practice.
- Managed PHI backups aligned with the practice's privacy parameters and compliance obligations.

RESULTS

- **IT no longer interrupts surgical schedules; the practice does its business more efficiently than ever.**
- **Leadership gained complete confidence that PHI backups run correctly and within privacy parameters.**
- **The technician has waited in the parking lot before opening to fix a flagged network issue.**
- **Now in its multi-year contract, the practice calls Compass one of the best business partners it has chosen.**
- **Surgeons and staff reach their technician directly, by name, whenever they need him.**

"We chose Compass Computer Group because of their deep healthcare experience, and they've consistently exceeded our expectations. Their team responds incredibly quickly, understands our specialized oral surgery software, and keeps our systems secure and running smoothly. Knowing they proactively manage our backups, security, and IT infrastructure gives us complete confidence and peace of mind. They have become one of the best business partners we've ever had, allowing us to focus on delivering excellent patient care instead of worrying about technology."

Heathyr Z., Director of Operations

Stop The IT Insanity Today

Partner with a team that knows healthcare, protects your PHI, and answers when you call. Let us carry the load.

Get Started

COMPASS COMPUTER GROUP, INC.

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