

Healthcare Focused Managed IT

A Success Story on
Utilizing External
Expertise as Internal
Resources



Client Overview

This organization advocates for health equity by providing quality healthcare services to underserved populations, with a focus on the Latino community in the Mission District area of San Francisco. With five clinics currently operating, they aim to continue growing and providing affordable healthcare for those in need.

The Challenge

One of the primary challenges faced by the organization before partnering with DAS Health was the difficulty of managing their complex IT infrastructure without dedicated expertise or resources. The organization had multiple hardware and software systems in place to support their operations, including electronic health records (EHR) software. However, without specialized IT personnel, they struggled to effectively maintain and update these systems.

Without an IT specialist on hand, the organization was unable to leverage the full potential of its IT infrastructure to enhance patient care, streamline administrative processes, and improve overall operational efficiency. Frequent software glitches and technical issues made the absence of a dedicated IT team a top concern.

“DAS has very much become an extension of my team. We do not have our own IT presence, we are solely reliant upon our partnership with DAS.”



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The Solution

To address these challenges, the organization decided to bring on a managed IT service partner who provided a comprehensive solution. Recognizing the need for dedicated on-site support, DAS Health placed a full-time IT employee within the health center's office. Having an on-site IT professional allowed the organization to have immediate access to technical expertise and support. This IT specialist worked closely with the staff, understanding their unique needs and challenges, and was responsible for maintaining and updating the organization's hardware and software systems, ensuring smooth operations and reducing technical glitches and downtime.

"It's important to me to have a single vendor to support all of our IT solutions. It is a huge benefit for us to have that one stop shop with DAS."

This partnership allows DAS Health to provide the day-to-day support needed while maintaining system maintenance and security. As a result, the organization has significantly improved its IT infrastructure management, allowing it to focus on delivering exceptional healthcare services to patients.

The Results

By having a dedicated IT employee on-site, the organization benefited from faster response times to technical issues, proactive system management, and streamlined communication between the IT team and the staff.

"They know what it means to support a healthcare organization. Having that background is very important to us."


About DAS

At DAS Health, we provide business and technology solutions that address specific operational and clinical challenges to improve efficiency, increase your bottom line, and enhance the patient experience.

With over 20 years of experience in the healthcare IT industry, DAS understands the unique challenges that providers and organizations face, and we offer personalized support and guidance to help you achieve your goals. Our team of experts will work closely with you to develop a tailored solution that meets your specific needs and budget, ensuring seamless integration and optimal performance.

By partnering with DAS Health, you can benefit from our comprehensive suite of solutions and focus on what matters most: providing quality care to your patients.

WANT TO LEARN MORE?

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