

SUCCESS STORY

*Exceeding Sky-High Expectations
When Moving to the Cloud*

How Tampa Bay Regional Surgery Center Switched from Provation[®] MD to Provation[®] Apex with Ease

Tampa Bay Regional Surgery Center is a gastroenterology-driven ASC and a joint venture with its physician owners and Surgery Partners. The center is known throughout its Florida region for quality care, efficient appointments and low costs compared to their hospital competition.

Tampa Bay Regional's Materials Manager, Nora Striffolino, oversees much of the administrative work associated with running the 3-room ASC. And when Surgery Partners' corporate office suggested their center switch to Provation Apex, Striffolino was tasked with ensuring a smooth implementation.

"We had used Provation[®] MD for over 10 years, and we were coming up on the time to upgrade our servers," said Striffolino. "Our corporate office called and strongly recommended that we should explore Provation's new cloud-based platform, Provation Apex, which does not require the costly server upgrade."

The Need for Unparalleled Support

Provation recommends that each user complete training on the Learning Center to ensure immediate success when documenting with Provation Apex. During implementation, a Client Services Advisor (CSA) is on-site supporting physicians as they use the new software. Hands-on training can be crucial for understanding any new documentation solution.

“We are so pleased with Provation’s support team,” said Striffolino. “Every question was answered, every step of the way. When physicians are asked to learn a new software that will be an integral part of their day, it’s necessary that they have a positive experience with both staff on site as well as the platform. Knowing that Provation Support is only a phone call away, around the clock, gives everyone peace of mind.”

For over 20 years, Provation’s support team has helped over 2,500 hospitals and ASCs become proficient in on-premise and cloud-based software. Provation has a 97% satisfaction rate for customer support.

“Between the standardized procedure notes, the support and the smooth deployment, we are definitely satisfied moving from Provation MD to Provation Apex,” said Striffolino.

You too can be a Provation Apex Success Story.
Learn more at www.provationmedical.com/apex.

