

Case Study

Virtual Go-Live Support

The Challenge

Due to COVID-19, our client required a solution that would reduce the headcount needed for on-site electronic health record (EHR) activation and go-live support. In the midst of stay-at-home orders, the client needed to launch a hybrid onsite/virtual go-live to bring an ambulatory group live on the health system's EHR, all while keeping their project on track and their community safe.

Our Partner

Our client is a regional, integrated healthcare provider/payer system that offers leading-edge healthcare and wellness services to a population of 2.5 million people. Their six acute care hospitals and other entities provide a full range of medical care — from prevention, screenings, and education; to the latest clinical services and surgeries available; to rehabilitation. They also offer wellness programs and public health services.

About Divurgent

Divurgent is a solutions provider focused on what matters most to our client partners. We disrupt the typical value equation by using data-infused, flexible, and scalable solutions that demonstrate and quantify value for our partners.

Our Solution



Empower through Teams

We created a Microsoft Teams-driven solution, using what they already had at their fingertips.



Amplify with AI

Harnessing the power of AI, we customized technology to create a first-tiered support resolution application.



Face-to-face Resolution

Because not all questions can be answered by TOBIAS, our technology escalates to a live, trained agent via video integration.

The Result

Divurgent and the client successfully partnered to deliver virtual go-live support in the middle of the COVID-19 pandemic. The partnership produced a highly successful go-live that maintained tight timelines, reduced overhead costs by 30%, and facilitated higher adoption of the client's EHR.

30%

Cost savings through virtual support, rather than traditional go-live support

80%

First call resolution throughout the Go-Live

Contact Us

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