

Quality Care Associates

Technology in the Medical Field

with Dr. Jeffrey Patey, Owner & Founder of Quality Care Associates Urgent Care and Wellness Center



Background

Founded in 2018, Quality Care Associates Urgent Care and Wellness Center (QCA) provides high-quality, urgent and primary care to patients in Southeastern Ohio. Dr. Jeffrey Patey, owner and founder of QCA, recognized the need for a more affordable and convenient health care center in the area. The center services walk-in and urgent care patients, offers primary care, and also provides the community with COVID-19 testing.

As a result of COVID-19 and the rise in telemedicine, it is extremely evident that technology must take high priority in the medical field. Without functioning technology, medical centers would lack the necessary tools to service their patients to full capacity; therefore, allowing patients to fall through the cracks in the most dire of times.

At the start of the business, Dr. Patey went in search of a reliable IT support system to meet his business' needs. After doing his due diligence, he settled on partnering with Biztec.

The Challenge

In 2018, the business was just starting out, allowing Dr. Patey to find an IT team to meet his needs in full. There were no previous challenges to fix or adjust, giving Dr. Patey and the Biztec team the opportunity to begin with a

clean slate.

Biztec was able to work with Dr. Patey to identify their needs and build a technology plan. The plan provided the foundation for QCA to be successful immediately, but also able to grow and scale in the future. Years later, Biztec continues to provide the services necessary to keep QCA running smoothly and efficiently.

Why Biztec?

After meeting with Joe [Sams], I just felt like he seemed to have a good handle on all the technical aspects of what we needed and what our expectations were.

In the beginning, not only was Biztec a major resource when it came to what products to purchase, but Biztec was able to provide the man power necessary to get the business' tech operations up and running. Biztec ran cabling for their office, created QCA's own personalized network, set-up phone and printer systems, installed security cameras, as well as created company e-mail accounts.

In partnership with Biztec, QCA stays on top of the technological curve. For example, Biztec installed applications on their phones to enable them to view their security camera feed on-the-go. Also, Biztec helps audit and keep QCA's PCI Compliance (Payment Card Industry) for two of their payment

processors.

When choosing an IT support system, it is important to choose carefully. For Dr. Patey, the decision was simple for several reasons. He stated that at Biztec you receive:

1. A knowledgeable staff
2. A responsive team
3. Good service

We've been very pleased with [Biztec's] knowledge base, how they assisted us, [and how they set] everything up to fit our business model.

Moving Forward

At this point we're pretty well established. So, [Biztec is] there to kind of maintain things, keep all the computers up to date, make sure everything's working, and be a resource when we have issues. And they have been really good about being responsive when we have issues.