

# Epion Health Beats Onboarding Timeline by 60 Days with GUIDEcX

## Who Is Epion Health?



[Epion Health](#) is a leader in digital patient engagement solutions that empower providers to deliver high-quality care that's convenient, accessible, efficient, and profitable. Their secure, HIPAA-compliant platform makes it easy to connect with patients any time, from anywhere, at all points along the care journey.

## PROBLEM

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### ***Lengthy Onboarding Timelines and Missed “Go-Live Dates” Slowed Time to Value for Client and Team Members***

In tracking client onboarding timelines, Epion recognized that onboarding deadlines that were stretched or missed were dramatically impacting the quality of patient care, including providing earlier detection and preventative treatment measures that could save a patient's life. If a go-live date is missed, this results in the client missing patient information, inaccuracy in data and clinical information, and a loss in quality measures. In addition, a missed go-live date affects overhead costs and revenue. According to Ann Mooney, the head of implementation at Epion Health, “If a client takes two months longer to go live, that's 60 days' worth of patients they missed getting quality measures on. This affects their reimbursements from the payers/insurance, and that leaves revenue on the table the longer it takes.”

Epion needed to streamline their onboarding system while still providing their clients with the autonomy they prefer. In order to properly track deadlines and progress toward meeting those deadlines, Epion needed a system that provided transparency in terms of team ownership, client responsibilities, and progress toward completion. In addition, Epion needed to maintain their concierge customer service approach without making clients feel like they were being “herded” through the process.

## **SOLUTION**

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### ***Implementing Time-Tracking to Shorten Time to Value and Track Client and Team Member Engagement***

As Epion has grown, their product has evolved, adding all-new components. These updates could have extended the implementation period; however, Epion recognized the costs of extended deadlines. Instead, they turned to GUIDEx to get clients up and running immediately. With the help of GUIDEx, Epion has been able to eliminate an initial client kick-off call and instead begin the onboarding process with clients completing tasks within GUIDEx.

Due to the intuitive nature of GUIDEx, clients need little training and instead spend that time completing their assigned onboarding responsibilities. Clients feel excited whenever they complete a task, and Epion can easily track their progress and pinpoint roadblocks using the GUIDEx “self-motivating” time-tracking feature. Client engagement on the platform often begins before the very first client call, helping clients and Epion team members stay on track for deadline completion.

In addition to tracking client engagement, Epion can also track in-house team member responsibilities and progress toward completion of assigned tasks. This capability allows supervisors to allocate client hours to each team member appropriately and helps the project manager see which team members or projects need additional support to meet go-live goals. Epion has eliminated team member one-on-one meetings and now holds a weekly call titled “How to Win the Week.” Within this call, the project manager reviews the progress made for each client within GUIDEx and identifies which clients and team members need additional support. Says Ann, “It’s really easy to have team updates on where we are as an entire department.” As one of Modern Healthcare’s Top 50 Places to Work, Epion team members report being happy, and overall team member engagement has increased since implementing tracking.

## **RESULTS**

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### ***Accelerated Time to Value, Accurate Tracking Reports, and Increased Client and Team Member Engagement***

Due to its smooth implementation, Epion is able to leverage GUIDEx to reduce turnaround time and increase communication between clients and team members, all without having to monitor every step. Ann believes, “GUIDEx is where the work happens.” This accelerates time to value, both for the client and Epion as an organization (including alleviating staff burden).

Implementing GUIDEx has allowed for increased accuracy in tracking progress toward the implementation deadline. It is predictable and eliminates guesswork. Ann shares, “Without GUIDEx, I would have never been able to keep track of anything at all.” With clear rules, expectations, responsibilities, and timelines, team members at Epion are opening up additional hours that can be spent on other projects. With these additional hours, Epion was able to add a second medical records system partner to their system. Epion is currently working on partnerships with a third major medical record system, ensuring they are no longer siloed into one medical record system.

One of Epion’s biggest company successes this year was onboarding a client with 1,275 healthcare providers under one umbrella. With the ease and intuitiveness of the GUIDEx software and the customized templates Epion built within the platform, the client was able to beat their timeline by 60 days.



Epion Health is the #1 rated [athenahealth Marketplace](#) partner. These successes have led to Epion's industry-leading platform being adopted by medical practices across the United States. This is in part due to GUIDEcx's provided support in implementation, account management, keeping people on task, and transparency in responsibilities and timelines.

## TAKE ACTION

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### ***Ready to Increase Time to Value and Take Client Onboarding to the Next Level?***

Get to value quickly! With GUIDEcx, implementation is faster, more intuitive, and more engaging for clients and team members. Save time with automation, track progress toward deadlines, and create transparency and ownership within tasks. GUIDEcx is a "game changer," eliminating redundancy and providing a new level of insight into your projects' progress. To learn more about how GUIDEcx can address your business needs, schedule a [demo](#) with one of our Guides.

*"GUIDEcx is a game changer as far as project management goes. It 'destroys timelines' by eliminating redundancy, delivering consistency, and creating expectations for the team and the client."*

**Ann Mooney**, Head of Implementation, Epion Health

### ***Reach Out Today!***

Our platform reduces time to value, creates visibility, and saves time with automation, ensuring project managers and their clients get work done as quickly as possible. To learn more about how GUIDEcx can address your business needs, reach out to us and ask for your free 14-day trial to get started.

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