



## When Patients Win, Our Clients Win

How ECMC Reduced Administrative  
Burden with AstuteDoc

### About Eastern Carolina Medical Center

Eastern Carolina Medical Center (ECMC) was established in 1987 by Dr. P.K. Vyas, with a vision of bringing advanced medical care to the rural community of Benson, NC. Dr. Vyas wanted to create a "one-stop-shop" for patients by offering various services under one roof. ECMC has expanded and improved over the years, adding on-site labs, X-rays, ultrasounds, physical therapy, CT scans, Nuclear Stress Testing, multiple specialty services, and a pharmacy for patient use.

The center is committed to providing high-quality healthcare that is both convenient and accessible to all its patients. Their dedication to fulfilling Dr. Vyas's vision has made them an essential to the Benson community's healthcare system.

### Care Challenges

As ECMC expanded, the practice became more hectic to manage. While growth and serving more patients is their goal, it comes with its fair share of challenges:



Limited direct contact time between patients and doctors due to paperwork and administrative duties.



Patient forgetfulness regarding medications and medical history because of a lack of chronic care management.



Multiple problems need to be addressed in one visit with limited scheduled time.

Before partnering with AstuteDoc, ECMC struggled to keep up with the demands of the Benson patient population. To continue offering top-tier care while serving a wider audience, they reached out to AstuteDoc to help them capitalize on some innovative care management services offered by Medicare.

## Why AstuteDoc?

AstuteDoc software provided ECMC with a holistic set of features to execute a profitable, patient-centric program that helped alleviate the bottlenecks and administrative constraints burdening their staff. Once we determined their core challenges and goals, we implemented our:

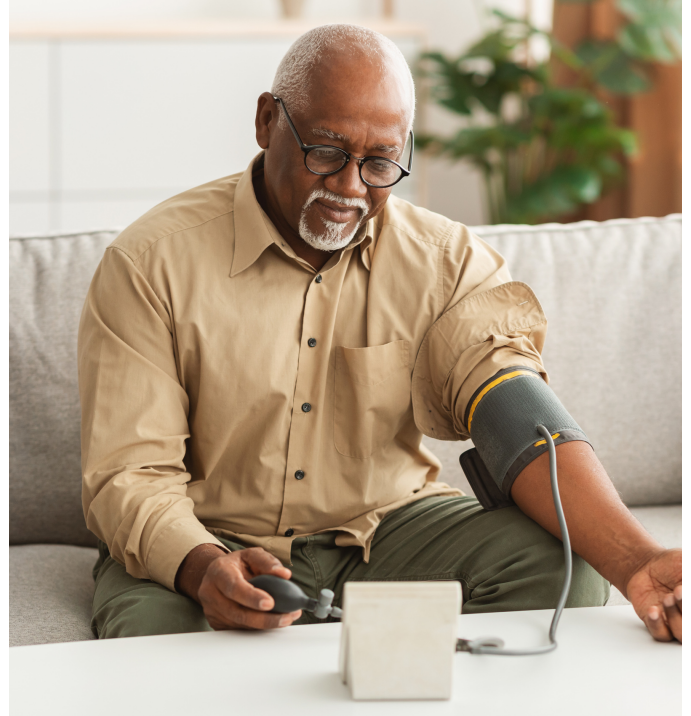
- Easy-enrollment solutions so patients can enroll per CMS Medicare requirements.
- AI-driven smart note feature to seamlessly document patient care for enrolled patients.
- Interactive Dashboard to allow care managers to complete patient time requirements quickly.
- Automatic billing with audit-proof patient care reports generated by the system to save on admin time.
- Remote patient monitoring systems to help patients without access to smartphones and wifi connectivity easily execute their care programs.

## Results

After integrating AstuteDoc with ECMC's patient care systems, the improved quality of care available to their patients was immediately noticeable. Over 90% of their existing patient base enrolled in our programs, resulting in:

- ✓ Increased patient satisfaction
- ✓ Enhanced quality of life
- ✓ Additional revenue stream generated

Our dynamic dashboard and advanced sorting functionality have made ECMC a cutting-edge care facility. We look forward to supporting their goal of offering top-tier patient care for years to come.



With AstuteDoc software, we are able to run a strong chronic care and remote monitoring operation in our clinic.

Dr. P.K Vyas



## About AstuteDoc

AstuteDoc is a leading provider of remote patient monitoring software and devices for healthcare providers. Our team consists of physicians, software experts, care coordinators, and technologists with deep expertise in the medicare space who share a passion for transforming the delivery of patient care.

We offer software solutions to primary care practices to help them generate passive revenue while providing their patients with the highest quality of care. Our specialized software and services for chronic care management, principal care management, annual wellness visits, and remote patient monitoring help take practices — and the care they offer — to the next level.