

## HOW ASSOCIATED UROLOGISTS OF NORTH CAROLINA TRANSFORMED ITS IT SUPPORT EXPERIENCE WITH DEDICATED IT



### SAEMICA WILKINS

Director of Operations  
Associated Urologists  
of North Carolina

### PRACTICE OVERVIEW

Urology  
8 Locations  
25 Providers  
225 Employees

### Associated Urologists of

**North Carolina** is an independent private practice that covers the greater North Carolina area. The practice focuses entirely on the urinary system and performs in-house laboratory work, pathology, radiology, and pharmaceutical care.



### SITUATION—A DETRIMENTAL INFRASTRUCTURE

The team at Associated Urologists of North Carolina focuses on all aspects of urologic care. They routinely diagnose and treat a wide range of conditions using state-of-the-art methods and technologies and aim to provide patients with meaningful insights and advice. However, the practice's former IT provider made it difficult—if not impossible—for staff members to do the work they needed to do.

"It took nothing for the system to go down," said Director of Operations Saemica Wilkins. "We had multiple freezes throughout the day, we wouldn't be able to receive incoming calls, and we always had fax issues as well." Saemica describes the provider's poor service, slow response times, and reckless management of the practice's IT infrastructure as "very detrimental." "In our line of work, we need our technology, and we expect systems to work as we were told they'll work," Saemica said. "My providers are on call and they're in a hospital. It's bad when they can't review a patient chart as they're getting ready to do surgery."

A solution arose when Saemica attended NextGen Healthcare's annual User Group Meeting in 2023. "We asked, 'Do you know of a great IT group? We need one,'" Saemica said. "Right away, we heard, 'Yeah, we recommend Dedicated IT.'"

### SOLUTION—A REDEFINED IT EXPERIENCE

The team at Dedicated IT specializes in IT support and technology solutions specifically for the healthcare industry. "They do everything from managing our interfaces to managing system setups to brainstorming about new growth and security measures," Saemica said.

Today, the practice enjoys a completely overhauled IT service ever since the Dedicated IT team stepped in to help it improve performance and workflow. The team also developed controls to boost the security posture of the practice, created a roadmap to clarify the practice's technology strategy, and implemented service metrics and network monitoring to ensure IT issues are backed by reliable data.

"We've stabilized a lot," Saemica said. "The team at Dedicated IT is familiar with the system, and they're very aware of what's out there and what's happening on the market. They're constantly looking at ways for us to accomplish all of our goals." *(continued)*

*"If you're looking to build a relationship with an IT team that understands your work, respects your schedule, communicates well, and is going to measure up to what they say, then you want to choose Dedicated IT."*

— SAEMICA WILKINS, DIRECTOR OF OPERATIONS

Associated Urologists of North Carolina

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### SOLUTION (continued)

Knowing that the Dedicated IT team has its best interests in mind, the practice trusts the team to occasionally act and make decisions as its collective virtual chief information officer (vCIO).

"I feel like they're our full partners," Saemica said. "If I'm slammed, they'll take the lead. That's why we've been very successful in changing our workflows, correcting our server problems, getting into the cloud, and migrating electronic health records from UroChart to NextGen."

### Results—An Acting vCIO



#### HIGH-QUALITY IT STAFF AUGMENTATION

"It's not like I just have an IT tech," Saemica said. "I have an engineer and all these people that work high level that are at our disposal. It's phenomenal. Every problem that we presented, they had a solution."



#### STRONG COMMUNICATION AND SUPPORT

In addition to a full suite of managed services, the practice receives a superior level of support and care from Dedicated IT. "The Dedicated IT team builds relationships, and they communicate well," Saemica said. "They've even provided documented education on different issues to let us know why something was happening."



#### MORE TIME SAVED

Thanks to the Dedicated IT team, staff no longer have to wrestle with a faulty system or deliberate over IT decisions—they can now focus on their regular work. "They definitely gifted us some time," said Saemica.

### ABOUT DEDICATED IT

Dedicated IT provides managed services to healthcare organizations of all sizes and specialties. After two decades in the healthcare landscape, we understand the unique IT needs of practices like yours and have built an exceptional, scalable, and reliable support model around them. The team at Dedicated IT is driven by data and will make organizations stronger by delivering best-in-class managed IT services, managed security, and compliance support, cloud and hosting solutions, and IT consulting services.

To learn more about how Dedicated IT can help your practice overcome IT challenges, improve your patient-provider workflows, and reduce your total cost of IT ownership, contact us at [www.dedicatedit.com](http://www.dedicatedit.com) or [Sales@dedicatedit.com](mailto:Sales@dedicatedit.com).