

Providers at Cumberland Family Clinic Enjoy True PM Partnership with MDsuite

The Challenge

A progressive family care practice in Tennessee, like many “Practices NEED good, knowledgeable, and supportive technology providers. Problems come up. It’s not IF, it’s WHEN.”, Cumberland Family Care, Sparta, TN. Cumberland Family Care implemented a technology centered healthcare practice management to help physicians and staff save time on administrative processes and provide better care to patients. Technology related system flaws and lack of support from system provider had a devastating effect on practice operations. System failures during operating hours, persistent user issues and long periods of no response to critical issues caused the practice more harm than good.

“Practices must have a good relationship with their vendor. Problems come up. It’s not IF, it’s WHEN. MDsuite is right there to help us.”

Enter MDsuite

Committed as a real technology partner, MDsuite stepped with a clear, single focus- help Cumberland achieve the benefits of an effective PM system. MDsuite transitioned the practice to MDsuite Cortex, a PM system built by healthcare leaders with over three decades of healthcare experience of working with small and enterprise scale medical practices. MDsuite’s commitment and dedication ensured all issues were resolved quickly and accurately. The MDsuite team worked with Cumberland to identify and implement product enhancements that would drive better outcomes and optimize workflows. The technology support, partnership and superior technology platform helped Cumberland reap the true benefits of process automation and facilitated new growth and better community service.



MDsuite Impact

- Increased Profitability
- Improved Provider and Staff Satisfaction
- Improved Patient Satisfaction

Client Stats

- Specialty: Rural Health
- Practice Name: Cumberland Family Clinic
- Location: Sparta, TN
- Practice Size: 2 Providers, 2 Mid-Levels
- Solution: MDsuite Cortex

**Call MDsuite now
(800) 875-0480**