



# MedDocLive

Medical practitioners helping Doctors go Live

## Who we are

### MedDocLive was founded by a physician for physicians

MedDocLive's objective is to improve end-user adoption of electronic health records (EHR). Our methodology is simple, we provide tech savvy physicians for EHR training, personalization labs, go-live and optimization support. Our vetted team's clinical backgrounds allow them to bridge past workflows into new technologies seamlessly. The result, is a physician centered, outcome-based process focused on efficient charting, seamless workflows, and reduced revenue loss.

## Our services

MedDocLive provides real peer-to-peer training and support services for clinicians. Our objective is to equip healthcare organizations with superior, physician-centric support that is always impactful. Our services include:

- ✓ Go-Live Preparation
- ✓ Personalization Labs
- ✓ Go-Live Support
- ✓ Just-in-Time Training
- ✓ Remote support using our platform PhysicianLounge.com
- ✓ Optimization Support

## Our advantage

Our success at more than 80 different go-lives (100% referenceable) around the country is because our team understands the tasks the clinicians need to complete, the workflows of a hospital, and are able to effectively translate this into optimal EHR charting. Our team:

- ✓ Understand hospital vernacular, medical tasks, and physician needs
- ✓ Adapt quickly to new settings and workflows
- ✓ Have strong communication skills
- ✓ Are accustomed to high stress situations and long work hours
- ✓ Improves physician satisfaction with EHR adoption and help facilitate early physician optimization

To date, we are proud to say 100% of our clients are referenceable. Refer to our client testimonials to learn more.

## Contact Us:

[www.meddoclive.com](http://www.meddoclive.com)

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# SEE WHAT OUR CLIENTS ARE SAYING

TO DATE, WE ARE PROUD TO SAY OUR CLIENTS  
ARE 100% REFERENCABLE

MedDocLive (MDL) was founded by a physician for physicians. MedDocLive provides an authentic peer-to-peer training, support, and optimization experience. Over the last decade and 80+ projects, we have honed our process to create an unbeatable service for our clients. Our mission is to provide healthcare organizations with superior, physician-centric support that is always impactful.

CLIENT SATISFACTION SURVEY RESULTS

**86%**

**SAID MDL PROVIDED AT  
LEAST TWICE THE  
VALUE COMPARED TO  
OTHER SUPPORT FIRMS**

**100%**

**SAID MDL HAD A POSITIVE  
IMPACT ON PHYSICIAN  
SATISFACTION AND  
EHR ADOPTION**

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**AMONG ALL THE  
RESOURCES WE  
COMMITTED TO OUR  
IMPLEMENTATION  
STRATEGY, I WOULD  
CONSIDER MEDDOCLIVE  
THE MOST VALUED  
INVESTMENT WE MADE  
TO THE SUCCESS  
ROUNDLY RECOGNIZED  
BY OUR BOARD OF  
DIRECTORS.**

”

**- Dennis L'Heureux  
CIO & Senior Vice President  
Rockford Memorial Hospital**

**CLIENT SATISFACTION SURVEY RESULTS**

**100%**

**SAID SIGNIFICANT VALUE  
WAS ADDED TO THEIR  
GO-LIVE EXPERIENCE BY  
HAVING SUPPORT WITH A  
MEDICAL BACKGROUND**

**100%**

**OF PAST CLIENTS  
WOULD RECOMMEND  
MEDDOCLIVE TO A  
FRIEND OR COLLEAGUE**

# CLIENT TESTIMONIALS

TO DATE, WE ARE PROUD TO SAY OUR CLIENTS ARE 100% REFERENCEABLE

Among all the resources we committed to our implementation strategy, I would consider MedDocLive the most valued investment we made to the success roundly recognized by our board of directors.

- Dennis P. L'Heureux  
CIO & Senior Vice President Planning  
Rockford Memorial Hospital

I knew our investment paid off when I received a recommendation from the Chief of Staff, who reported this was by far the best go-live experience because of the extraordinary support provided by MDL.

- Rita Hanson, MD  
SVP, Chief Medical Officer  
Wheaton Franciscan Healthcare

It wasn't just their intelligence. They had a certain interpersonal ability. They just fit in well.

- Dr. Michael Eichenhorn  
Division Head  
Henry Ford Hospital

When you have physicians providing at-the-elbow support for physicians, it takes physician adoption to a whole new level. This team provided an outstanding level of support during our Epic transition, significantly decreasing physician frustration and improved provider confidence. The MedDocLive team was not only extremely knowledgeable but patient and efficient in helping physicians complete their tasks. Physicians are use to and expected to be "all knowing" but an EHR transition is an extremely humbling experience for any of us. Having physicians at-the-elbow for support made a world of difference.

- Frank Davis, MD, FACS  
Chief Medical Informatics Officer  
Spartanburg Regional Medical Center

A millennial's gift to older generations of doctors struggling with technological change.

- Kristen Schorsch  
Crain's Chicago Business Magazine

We started the first wave of our implementation with a different vendor and received a lot of negative feedback. After we switched to MDL for our next three waves, the complaints disappeared. And, we went back to our first wave with MDL to provide additional training which was well received.

- Robert Whitcomb, MD  
VP/CMIO Perioperative Medical Informatics  
Advocate Aurora Health

We've used MDL for multiple go-lives where we needed to engage our physicians at a high level. They were extremely complementary to our non-physician ATE support and partnered well, providing an excellent blend of experience, patience, and positive energy to our go-live environment.

- Marc Bingham, MD  
System Chief Clinical Informatics Officer  
Spartanburg Regional Medical Center

Their presence gave us a sense of calm and confidence during a very stressful time. One of our more initially unenthusiastic physicians even took the time to write a thank you to his MDL resident who assisted him for the first few days. This reflects the patience and tenacity we experienced from the entire team.

- Phyllis Gunning, MPH  
Clinical Informatics Specialist  
Wheaton Franciscan Healthcare

I cannot express how much we appreciate the help that we have received over the last month after go live. It was not just the individuals knowledge and expertise but it was their smiles, their attitudes, and the calmness to their approach with our Physicians that made the world of difference. I only heard positive comments and remarks about the ATE support from our physicians and advanced practice providers. I cannot imagine going through this without them.

- Brett May, MD  
Epic Physician Champion  
United Regional Healthcare System

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# CLIENT TESTIMONIALS

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MedDocLive was integral to the successful deployment of Epic in our hospitals. Physicians were quick to identify the MedDocLive resources and requested their assistance whenever possible. I highly recommend this organization for go-live support.

- **Deborah Gash**  
VP & CIO  
Saint Luke's Health System

Many of our MDL consultants made it a personal mission to ensure that our docs were prepared for use of the EHR. They tracked down docs and worked with them shoulder to shoulder. I received many thank you notes and personal messages from docs expressing gratitude for the work MDL had done.

- **Robert Whitcomb, MD**  
VP/CMIO Perioperative Medical Informatics  
Advocate Aurora Health

I had no idea the added benefit the medical student and resident contractors would add. Their medical background fostered a working relationship with our physicians, which allowed them to get up to speed quickly and work efficiently. Increasing physician end-user adoption undoubtedly made for a smooth transition to EMR.

- **Dennis P. L'Heureux**  
Senior Vice President, Planning & CIO  
Rockford Memorial Hospital

Excellent people that brought a great deal of experience and patience to our go-lives.

- **Marc Bingham, MD**  
System Chief Clinical Informatics Officer  
Spartanburg Regional Medical Center

Highly service oriented working with hospital staff.

- **John Popovich, MD**  
Former CEO of Henry Ford Hospital

"MDL was greatly appreciated during our EPIC Go Live. The success of our Go Live was dependent on the training/educating of the multitude of providers here at CMC. MDL was accessible, knowledgeable and collaborative. Our providers responded well to the help! Our Go Live and transition went smoothly and with limited issues because our providers felt supported. Thank you MDL Team! So enjoyed working with you all!

- **Carolyn Piersanti**  
Assistant Vice President Nursing  
Palos Community Hospital

I was quite apprehensive about the first day of using the EPIC at our hospital. Having a medical student round with me at the beginning of "go-live" to guide me through the process brought the anxiety level down tremendously. The physicians at my hospital all had training on the program beforehand, but there is no way to really learn it without using it on real patients during rounds. What I loved about the students was that they thought like doctors and could relate to the things I needed, from the most efficient way to review labs and vital signs to generating useful templates for notes. Nothing was theoretical; it was from their four years of experience using the program day after day. The physicians in our program raved about them and I expressed my thanks to our administration for having the wisdom to utilize their knowledge and expertise during this transition.

- **Hugh McHugh MD,**  
Internal Medicine  
Rockford Memorial Hospital

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