

# NRO enhances patient satisfaction through technology by working with Granite for their voice and IT support.



## SUMMARY

NRO (Northern Rockies Orthopaedic) has made significant strides in enhancing patient satisfaction by implementing a new hosted phone system from Granite Technology Solutions and utilizing Granite's managed IT services. Initially, Granite was only responsible for the phone system, but they earned NRO's trust and eventually began managing their IT services. For Kim Pawlecki, the practice administrator, her six (soon to be seven) providers are her top priority. Any time spent troubleshooting IT issues instead of focusing on patient care had lead to frustration. Granite collaborated with NRO to identify and address long-standing IT issues, creating a roadmap to resolve them.

## CHALLENGES

NRO encountered several challenges, including dropped calls, misrouted calls, and lost voicemails. These issues caused frustration among patients, providers, and clinic staff. In an effort to improve cybersecurity and protect patient information, NRO sought a training platform to enhance employee cyber awareness as part of a company-wide initiative to educate employees. Before switching to Granite, NRO faced daily issues with their previous provider.

## AT A GLANCE

### CHALLENGES

- Dropped calls
- Lost voicemails
- Lack of documentation when it came to previous IT vendor's notes
- Minimal cyber training for staff

### BENEFITS

- Switching voice and IT services to Granite provided NRO with one partner to work with solving all their technology challenges



## KIM PAWLECKI

Practice Administrator

"It really bothers Granite's technicians if they don't have an answer. They keep searching to figure it out. With Granite, I know it's going to get fixed and its not just going to be a bandaid."

**“I’m trusting that vendors are doing their job, so that I can take care of our patients and doctors. I finally have that with Granite.”**

*-Kim Pawlecki, Practice Administrator - Northern Rockies Orthopaedics*



## **SOLUTIONS**

Since partnering with Granite, patient communication and satisfaction has skyrocketed. Call volume has increased due to all calls hitting the system, unlike on the old system where lines would be full, and patients would have to try to call back in.

NRO has improved its security measures, including setting up MFA, providing VPN access, upgrading antivirus to an end-point detection and response tool, implementing annual penetration testing, and enhancing email filtering. This partnership has placed confidence in the security measures that NRO has worked hard to put into place.

## **SERVICES PROVIDED**



**Customized  
Call Routing**



**Voicemail-to-  
Email**



**Workstation  
Cybersecurity**



**Network & Server  
Management**



# NRO's Roadmap To Success



NRO meets with Granite for the first time



UNIFI360 Hosted Phone System is installed



NRO receives support, and builds trust with Granite



NRO is onboarded with Granite for managed IT services



NRO is supported by Granite for all their technology needs

**“Switching services to Granite was a seamless transition with zero downtime.”**

*Kim Pawlecki,  
Practice Administrator  
Northern Rockies Orthopaedics*

## RESULTS

NRO is experiencing significant growth - and their providers are in high demand. The clinic staff has noticed a difference in service because their systems are stable. NRO now has the reliable, fast, and attentive IT support they need so they can provide optimal patient care.

Inbound calls increased and are handled with

**zero**

dropped calls

Patient satisfaction increased from 3.5 to

**4.8**

stars on Google in three months

Providers have peace-of-mind focusing on patient

**care**

not tech issues

NRO is trained on cyber threats, staying compliant with

**HIPAA**

and keeping patient data secure

