



## Client Success Story



### Challenge

Pediatric Associates of Connecticut needed a reliable EHR to support their 16,000-patient practice — one that offered seamless implementation, thorough training, and ongoing support, all without the headaches they had experienced with their previous system.



### Solution

To address their specific needs, Pediatric Associates of Connecticut partnered with OP, a pediatric-focused EHR that provides structured implementation, comprehensive training and support, and functionality designed for pediatric practices.



### Results

With OP, the practice had a smooth onboarding experience that boosted staff morale and delivered operational efficiency. Providers were able to return to full schedules within days of their Go-Live, all while maintaining exceptional patient care.

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## From Demo to Day One: A Smarter Approach to Pediatric EHR Implementation + Onboarding

Located in Waterbury and Southbury, Connecticut, Pediatric Associates of Connecticut is a thriving 12-provider practice serving close to 16,000 patients across two locations. After experiencing a difficult EHR implementation that left staff frustrated and ready to quit, the practice made a strategic decision to invest in Office Practicum (OP), a pediatric-focused EHR that helps them manage the clinical, operational, and financial aspects of their practice.

This switch has delivered exceptional results, allowing them to streamline workflows, restore team confidence, and maintain their commitment to quality patient care.

### Finding the Right Pediatric-Focused Solution

In 2023, Sara Page, CFO and Business Manager of Pediatric Associates of Connecticut, prioritized finding a mature, pediatric-specific EHR to support their high-volume practice. After a previous implementation with another EHR left staff overwhelmed and ready to quit, they sought a solution with proven functionality and comprehensive support. Their search led them to OP, an EHR designed exclusively for pediatric practices.

While the practice evaluated several EHR options, they ultimately selected OP because of its pediatric functionality, intuitive face sheets, comprehensive PCMH toolkit, and seamless integration with CT WiZ, their state immunization registry. "The functionality. The layout. The fact that it is pediatric-based. We liked the fact that when you pull up a patient, it's got everything on the face sheet right there for you," said Sara. "Having an EHR centered around pediatric workflows has been instrumental to our success."

Once a decision was made, it was time to start implementing their new system.

## Implementation Excellence and Renewed Staff Confidence

OP's structured implementation process provided the transparency and support Pediatric Associates of Connecticut needed. The implementation tracker allowed the team to monitor progress, communicate with project managers, and celebrate milestones throughout the process. "It basically tracks your whole project, which was so amazing," says Sara. "It had the percentage of how much progress you've made, deadlines, and a chat box to communicate with the project management team."

The comprehensive training approach included early system access, department-specific sessions, and mock Go-Live rehearsals. Staff could practice with full system functionality using test patients, ensuring readiness before the actual launch. "The fact that we were able to use the system ahead of time was huge," says Sara. "We had full range of the system. That was unheard of, and that was so utilized by the staff."

When it came time for Go-Live, OP provided multiple trainers and support resources across both locations, ensuring every department had dedicated assistance. The proactive approach meant staff received help before they even knew they needed it, creating confidence rather than confusion.

**"This has been the best experience. I couldn't be happier."**

Sara Page, CFO and Business Manager,  
Pediatric Associates of Connecticut

## Supporting Practice Operations and Growth

Pediatric Associates of Connecticut values their operational independence and needed a partner who understood that commitment. OP's comprehensive support includes responsive customer service, extensive online resources, and an ongoing partnership rather than just technical support. "Everyone from OP, every team member, they're just dedicated, and it shows," says Sara.

The seamless data conversion preserved all historical information from multiple previous systems, including patient records, clinical notes, and scanned documents. According to Sara, OP's data conversion specialist "was able to find a workaround for any obstacle that we had," ensuring nothing was lost in the transition.

The practice immediately gained enhanced visibility into billing and A/R, streamlined scheduling capabilities, and improved workflow efficiency through pediatric-focused templates. Features like intuitive appointment management and comprehensive clinical documentation have allowed the practice to operate at optimal capacity while planning for future growth.

**"Say yes and thank me later. This isn't just about software. It's about peace of mind. It's about working with a team that knows what pediatric practices really need — and actually delivers."**

## The Bottom Line

When asked what she would tell other pediatric practices considering OP, Sara's response was immediate: "Say yes and thank me later." For Pediatric Associates of Connecticut, partnering with OP meant more than just changing software — it meant transforming from daily frustration to operational excellence, from staff turnover threats to team confidence, and from implementation trauma to implementation success. "This has been the best experience," Sara concluded. "I couldn't be happier. It's just been a fabulous experience."

## The Power of Pediatric-Focused Implementation

Don't risk another difficult EHR experience. OP offers the pediatric-focused tools and proven implementation process you need to succeed.

- Comprehensive project tracking**
- Early system access**
- Seamless data conversion**
- Department-specific training**
- Mock Go-Live sessions**
- Attentive on-site support**
- Responsive customer support**
- Extensive online resources**