



# Smooth from the Start: What a Well-Planned EHR Transition Really Looks Like

## An EHR with Support and Partnership Built In

After the emotional toll of their previous Go-Live with a different EHR vendor, Sara Page, CFO and Business Manager of Pediatric Associates of Connecticut, approached her EHR evaluation process with caution. What stood out about OP was not only the pediatric-focused design of the system but the way the team approached the entire conversation.

“We weren’t being sold to. We were being asked thoughtful questions about our workflows and what we actually needed,” Sara said. “It wasn’t a sales pitch. It was consultative. That gave us a lot of confidence before we even signed a contract with OP.”

For a practice of their size, features like vaccine forecasting, PCMH support, flexible billing rules, and the ability to customize workflows were critical. So was the ability to handle billing in-house and ensure 100% communication with the CT WiZ immunization registry. OP delivered on all fronts.

## Implementation That Earned Trust

OP’s implementation process was structured, transparent, and highly collaborative from day one. At the kickoff, the practice met the project managers, trainers, and data experts, who guided them through every step. The project tracker quickly became a favorite tool, providing real-time visibility into tasks, due dates, and progress milestones, and even celebrated each completed step with confetti.

“That tool was amazing. It kept us focused, on track, and excited,” Sara said. We could see exactly where we were in the process and communicate directly with the team”. Weekly check-ins ensured no surprises, and every department had clear expectations and accountability throughout the transition.

### Challenge

Pediatric Associates of Connecticut faced daily frustration after a failed EHR implementation left staff stressed and ready to quit. With 12 providers across two locations serving 16,000 patients, their previous system lacked pediatric-specific features and reliable support, creating operational strain at every turn.

### Solution

The practice selected OP for its pediatric focus, comprehensive features — including CT WiZ immunization registry integration and PCMH support — and a team that prioritized collaboration and partnership over sales.

### Results

The transition to OP was seamless. Staff were fully trained, confident, and operational from Day One. Billing and scheduling functioned flawlessly, and the team hasn’t needed to submit a single support ticket since Go-Live.

## Training That Actually Made a Difference

One of the biggest successes of the OP onboarding process was the role-specific training. Unlike other systems that offer generic sessions, OP provided hands-on instruction tailored to each team member's daily responsibilities. From front desk staff to triage nurses, every practice employee received training that mirrored their actual workflows.

Even more valuable was the opportunity to access and use the system ahead of Go-Live. Staff practiced with test patients, running through real scenarios such as scheduling appointments, opening notes, and verifying insurance. These practice sessions, combined with mock Go-Lives, ensured that every department felt confident and prepared for launch.

"It wasn't pretend training. It was real. Our staff felt like they knew what they were doing before Day One," Sara said. On Go-Live day, OP's team was on site, embedded in each department to anticipate questions and resolve issues before they could escalate.

"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."

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

## Data Migration Done Right

The practice's previous experience with data migration had been incomplete and frustrating, leaving the team cautious about trying again. With OP, those concerns quickly disappeared. Sara praised the Data Conversion team for their clear communication and adaptability, particularly when unsupported file types from the prior vendor created unexpected challenges.

"OP was incredible. They found workarounds for every obstacle," Sara said. "We got everything we needed — our scanned documents, patient histories, alerts, all of it."

Uploads were scheduled during off-hours to minimize disruption, and even minor classification issues were resolved quickly, ensuring the practice had accurate and complete data from day one.

## Go-Live, Reimagined

Given their last implementation experience, the staff at Pediatric Associates of Connecticut were bracing for another chaotic Go-Live. Instead, they found calm, clarity, and confidence. "The people who were ready to quit during the previous implementation? They were smiling," Sara recalled. "One of our partners gave me a thumbs up on Day Two and said, 'This is great. I'll be back to a full schedule next week.' That told me everything I needed to know."

Claims were going out. Payments were being posted. Providers were seeing patients. Within days, the practice was operating at full capacity.

## Sustained Success Without Support Tickets

Even after Go-Live, the OP team remained accessible, but thanks to strong training and user-friendly tools, support was rarely needed. Instead, the staff turned to OP's extensive KnowledgeOwl platform to find quick answers on their own.

"We haven't had to open a single ticket yet," Sara said. "The system just makes sense. And the visibility I have into billing and A/R now is like nothing I've had before." The intuitive scheduling tools and pediatric-friendly patient chart layout made day-to-day operations smoother for every department.

## A Future They're Excited About

Today, Pediatric Associates of Connecticut is thriving. They're exploring new features, planning for future PCMH recognition, and expanding their use of OP's patient engagement tools and payment integrations. More importantly, they're doing it without stress. "We're not just reacting anymore. We're building something sustainable," Sara said. **Her advice for other practices considering OP? "Say yes, and thank me later."**

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