DRFIRST CASE STUDY

Care Cloud Corp

Introduction

This case study of CareCloud Corp is based on a February 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service.

> " "Our customers have requested direct access to states' Prescription Drug Monitoring Program (PDMP) data. Our partnership with DrFirst has allowed us to deliver this functionality—integrated in their workflows—to our clients."

Challenges

The business challenge and key driver that led the profiled company to evaluate and ultimately select DrFirst was their need to meet regulatory compliance and quality measures.

Use Case

The key features and functionalities of DrFirst that the surveyed company uses:

- Pre-built integrations and APIs has brought value to their organization

- Leveraging DrFirst integrations has helped their organization to achieve regulatory compliance (i.e. SCRIPT2017, EPCS, PDMP)

- As a result of partnering with DrFirst, this organization has been able to focus on bringing in new sources of incremental revenue.

Results

The surveyed company achieved the following results with DrFirst:

- What they achieved by leveraging the DrFirst platform:

  - Reduced or eliminated development costs and/or resources

  - Improved overall functionality of the solution

  - Met regulatory compliance and quality measures

- The surveyed company agreed with the following statements regarding DrFirst APIs:

  - Meets their expectations

  - Documentation is easy to understand and follow

  - Reduces development burdens

  - Enabled a better solution than originally envisioned

  - Integration consulting services improved the end-product

- The surveyed company agreed with the following:

  - Partnership with DrFirst enhanced their company mission and product value

- Areas of DrFirst solution capabilities they are most excited to move forward:

  - Automated patient-facing engagement services to improve medication adherence

Company Profile

Company:
CareCloud Corp

Company Size:
Medium Enterprise

Industry:
Computer Software

About DrFirst

DrFirst's mission is to unite the Healthiverse with revolutionary products and services that close the gaps between information and people so that all sectors in healthcare can create better outcomes together.

Learn More:

DrFirst

Source: Lynn Carroll, Director, Product Management, CareCloud Corp