



THE PROBLEM:

How to integrate innovative technology enhancements that take the fear out of doctor appointments

THE SOLUTION:

EPOS' whole-house suite of services, including iPad installation, new lighting system, wireless connectivity and central control panels for media

TECHNOLOGY IS THE BEST MEDICINE

Thanks to EPOS' solutions, a visit to the pediatrician is fun, not fearful



Pediatric Services
OF SPRINGFIELD

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*Michael Nordstrom, practice administrator,
Pediatric Services of Springfield*

They say, “an apple a day keeps the doctor away.” Yet, if you’re Michael Nordstrom, practice administrator for Pediatric Services of Springfield, your goal is to provide compassionate care for children ages birth to 21 in a safe, non-fearful environment. Let’s face it; a trip to the doctor is never something to look forward to, and Nordstrom was seeking an innovative way to change these negative, preconceived notions—by providing patients with a unique experience that takes their minds off why they are there.



Pediatric Services of Springfield was founded in the early 1980s and now operates locations in East Longmeadow and Wilbraham. Given that their original facilities were over 30 years old, it’s no surprise that they needed an upgrade, both aesthetically and technologically. When the lease on their former Springfield office space was up, Nordstrom seized the opportunity to help design an 18,000 sq. ft. state-of-the-art practice in East Longmeadow, where patient comfort could be addressed through technology enhancements.

A new space means new opportunities for patient-centered innovation

To have his vision realized, Nordstrom called on the services of EPOS. He was a personal friend of Jack Tranghese, co-owner of EPOS, and was aware of the trusted, reliable and innovative services the company provides to its clients. In fact, Jack had already initiated a call with Nordstrom prior to the new office space build, so when it came time to break ground on the East Longmeadow location, Jack and team were one of Nordstrom’s first calls.

With blueprints in hand, Nordstrom visited the EPOS showroom in West Springfield and the team walked him through all of his options. Because he knew little about technology trends, the team at





EPOS designed a customized solution that met his needs. The entire process was quick and painless; as the installers were working with an empty canvas, there were no disruptions to patient service. While most of the work was completed prior to the location's opening, the EPOS team showed their flexibility by completing smaller projects during the practice's lunch breaks or after-hours. Nordstrom could not say enough about the professionalism the EPOS team exhibited; they were always on time and didn't create any mess in the office space. As Nordstrom remarked, "It's a group I would trust to go into my home if I wasn't there, and that speaks to their high level of integrity."

Raising the bar on patient-centered care with technology

Nordstrom enlisted the services of EPOS for a variety of projects to bring his new practice location into the next era. Working to get a new building connected involves a lot of components: the EPOS team set up all the location's wireless connections and data jacks for computers, and

added additional electrical sockets. These may seem like commonplace things, but a medical staff needs to ensure their computers are running so they can enter patient information in real time—and that power must be reliable, so their machines can operate efficiently. The team even uninstalled the TVs from the old office and reinstalled them in the new location.

Yet, Nordstrom didn't stop there. On the employee side, he worked with the team at EPOS to develop a new lighting system for practitioners. Located in the back of the office and linked to the reception desk, a blue light now signifies that a child is there for a wellness exam, whereas a red light denotes a sick child. The system allows the medical team to respond appropriately, and quickly, to their patients. In addition, EPOS installed an iPad in the wall in a central location for all nursing staff. The iPad allows them to change music and TV stations throughout the office, and multiple areas of the practice can have different media playing at the same time. The prior system was antiquated and hard to operate, broke often, and did not provide any of the features that the new system does.

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“With the help of the team at EPOS, leading-edge technology designed to improve patient care and take the fear out of appointments has been accomplished.”

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To make the experience more enjoyable for children, the team at EPOS installed three iPads in the waiting room, complete with kid-friendly apps—think Nick TV—that allow young patients to watch their favorite shows while they wait. The iPads are designed to provide entertainment that a child wouldn't normally experience at a doctor's office, making their visit much more pleasant. EPOS also installed TVs in each patient room (10 TVs total) so that children have something fun and interactive to focus on during their appointment. Needles are no big deal when Paw Patrol is on in the background!

Patience pays off with patients

All the upgrades to the East Longmeadow practice have paid off. Employees are extremely pleased with the upgrades to the facility. After the installation, a number of employees expressed gratitude for the musical variety and excitement that their antiquated technology had been updated, providing glowing reviews for the upgrades and innovation that allow

them to provide better care for their patients. On the patient side, children can't get enough of the iPads in the waiting room and TVs in the exam rooms, and many of them don't want to leave. It's a rewarding sentiment and exactly what Nordstrom hoped for when he partnered with EPOS.

The motto of Pediatric Services of Springfield is, “It takes a whole village to raise a child.” Well, with the help of the team at EPOS, the practice has realized that motto by providing leading-edge technology, designed to improve patient care and take the fear out of appointments for patients.

Nordstrom can't wait to partner with EPOS again. “Giving a referral can be hard because you never know if the work is going to live up to the expectations you set. That is not the case with EPOS. They exhibit a high caliber of professionalism, integrity and pride in their work that you don't often see nowadays. I have recommended their services to family, friends and business associates, and I know they will deliver on their promises.”

