T System, Inc.

Introduction

This case study of T System, Inc. is based on a February 2021 survey of DrFirst customers by TechValidate, a third-party research service. T System is a healthcare IT company specializing in emergency department documentation, including hospital-based emergency departments (EDs), freestanding emergency centers, and urgent care centers.

> "We integrate with DrFirst using the portal integration model, which has allowed us to quickly and easily add e-prescribing and EPCS capabilities. Integration was straightforward and easy to implement and the functionality meets our needs and satisfies our end-users' requests."

Challenges

The business challenges and key drivers that led T System to evaluate and ultimately select partnering with DrFirst:

- Better able to focus internal resources on strategic initiatives
- Meet regulatory compliance and quality measures

Use Case

The DrFirst services and resources T System uses that brought value to their organization:

- Technical / customer support
- Pre-built integrations / APIs

Leveraging DrFirst integrations has helped their organization to realize the following:

- Faster time to market with new capabilities
- Simplified API development to achieve solution services
- Reduced maintenance burden
- Regulatory compliance (i.e. SCRIPT2017, EPCS, PDMP)

Areas they have been able to shift their focus to and improve as a result of partnering with DrFirst:

- Strategic corporate growth, EHR, or product innovations
- Client retention

Results

T System achieved the following by leveraging the DrFirst platform:

- Reduced or eliminated development costs and/or resources
- Was better able to focus internal resources on strategic initiatives
- Improved overall functionality of the solution
- Accessed new ancillary revenue from value-added platform
- Met regulatory compliance and quality measures
- Enhanced solution's value proposition
- Enhanced their mission and product value

T System agrees with the following statements regarding DrFirst APIs:

- Met their expectations
- Documentation was easy to understand and follow
- Reduced development burden

Moving Forward

The area of DrFirst solution capabilities T System is most excited about moving forward is improved medication history data for higher quality and usability.