








# How Piedmont Healthcare Saved 2,100 Hours in One Year

## The Problem

Piedmont Healthcare in Atlanta, Georgia, transitioned from Paceart to PaceMateLIVE™—after facing major data overload, with overwhelming alert volumes and incomplete billing. Piedmont sought a modern cloud-based solution to transform their outdated workflows into an efficient, data-driven system. In this case study, Theresa McIlraith, lead cardiac device specialist, shares how implementing PaceMateLIVE streamlined operations, reduced manual tasks, and enhanced staff satisfaction and productivity.

## The Solution

-  **Single-platform data management**
-  **Cloud-based, automatic updates**
-  **Real-time access to patient data**
-  **Highly efficient workflow**
-  **Robust EHR integration**

## The Transition

### Onboarding with Ease: User-friendly Design for Faster Training

Though a shift to a new platform is hard, Piedmont staff experienced a seamless transition.

#### BEFORE

**7 DAYS**

Prior system required a full week of complicated, rigorous hands-on training

#### AFTER

**2 DAYS**

PaceMate simplified onboarding to two days of on-site training

## All Patient Data Live on Day 1

With PaceMateLIVE, Piedmont Healthcare's staff had virtually no manual data entry, and patients experienced uninterrupted care with all patient data accessible in the platform on day one.



**As a long-time advocate of PaceArt, transitioning to a new system was worrisome at first. However, the shift was extremely easy. All our patient data was automatically uploaded and was familiar. I am very satisfied with our decision to switch to PaceMate."**

—Theresa McIlraith, lead cardiac device specialist, Piedmont Healthcare

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# HIGHLY EFFICIENT WORKFLOWS

## Workflow Efficiency

- ✓ Reduced administrative burden and improved productivity
- ✓ Automated billing sent straight to EHR, saving time and reducing missed charges
- ✓ Reduced staffing costs equal to one full-time employee



**2,100 work hours saved in 12 months**

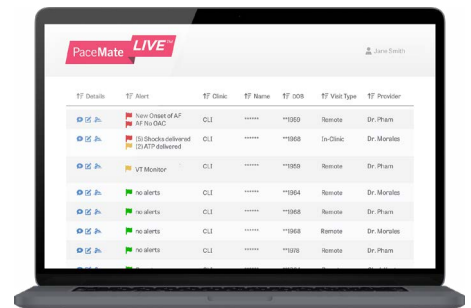


**New implant data uploaded in only 15 minutes**

## Real-Time EHR Integrations

### Piedmont Healthcare EHR: Epic

- ✓ All patient cardiac data is always current—no stale info ever
- ✓ Eliminate system switching, improving workflows and reducing errors
- ✓ Automatically access up-to-date patient and medication data from the EHR



## Single-Step Transmission Submission

Complete routine transmissions with a single click to save time. Charges are automatically sent directly to the EHR, eliminating unnecessary clicks, scrolling, and manual data entry after transmission completion.

## Better Patient Outcomes

- ✓ Auto-Triage™ precisely flags actionable patients, allowing Piedmont Healthcare to **provide faster, targeted care.**
- ✓ Long gone are the days of paper reports—now, staff have **immediate access to patient data.**
- ✓ Real-time alerts notify Piedmont on **critical advisories or recalls**, allowing staff to take immediate action.

**“We had a gentleman recently with some lead issues in his defibrillator. Having the ability to get into the report tab and look from one transmission to the next, we could identify where the lead started to go south. We caught it before he had any adverse effects and changed it out. This proactive approach in monitoring was a catch that would have been more difficult to find before.”**

—Theresa McIlraith, lead cardiac device specialist, Piedmont Healthcare

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