



# Case Study

## About Premier Family Physicians

Premier Family Physicians is an independent, physician-owned practice that has been serving Austin families for more than 25 years. They currently practice in five locations, have more than 40 physicians, physician assistants, and nurse practitioners, and offer extended office hours for their patient's convenience. This patient-centric practice delivers personalized, relationship-driven service and continuity in care with their cutting edge business practices. Their goal is to provide their patients with modern, innovative, efficient technology solutions to elevate and optimize the patient journey.

## The Results and Benefits

Premier Family Physicians partnered with Qure4u in late 2019 with the aim to enhance the patient journey with a streamlined digital-check in process. Shortly after, as the world began to feel the effects of the Coronavirus pandemic, Premier Family Physicians knew they had to quickly adapt and find a solution that would allow them to bypass the physical barrier of providing care for their patients. Within 3 days, Qure4u answered their call by implementing a fully integrated Telehealth solution that allowed the Premier Family Physician providers to virtually engage with their patients from outside of the office. Within the first month of using the Qure4u Virtual Care platform, Premier Family Physicians completed over 3,500 virtual visits and collected over 950 co-payments averaging \$10,000 a week.

This complete, virtual, circle-of-care has provided Premier Family Physicians with the means to continue their mission of helping patients and their families clarify and coordinate their overall health care plan, to assess their health care choices, and to provide a home for their medical care, from anywhere, at anytime.

“The added functionality of Qure4u has enhanced our business in many ways. It has streamlined our check-in process and made manual data entry obsolete. We were able to incorporate electronic health screeners that integrate seamlessly into the patient chart. Patients have been impressed by the ease of self check-in, appointment self-booking and ability to engage with our providers and staff on a video visit through the app. Qure4u has been a lifesaver and at a fraction of the cost of their competitors!”



## Overview



### Customer

Premier  
Family Physicians  
Austin, TX



### Technology

All-in-one Patient App  
Remote Check-In  
Digital Check-In  
Telehealth



### Rapid Deployment

Within 3 days, PFP had a fully integrated Telehealth Solution, enabling their patients to gain virtual access to vital routine care



### Revenue

Within the first month, payments collected from virtual visits rose above  
**\$30,000**