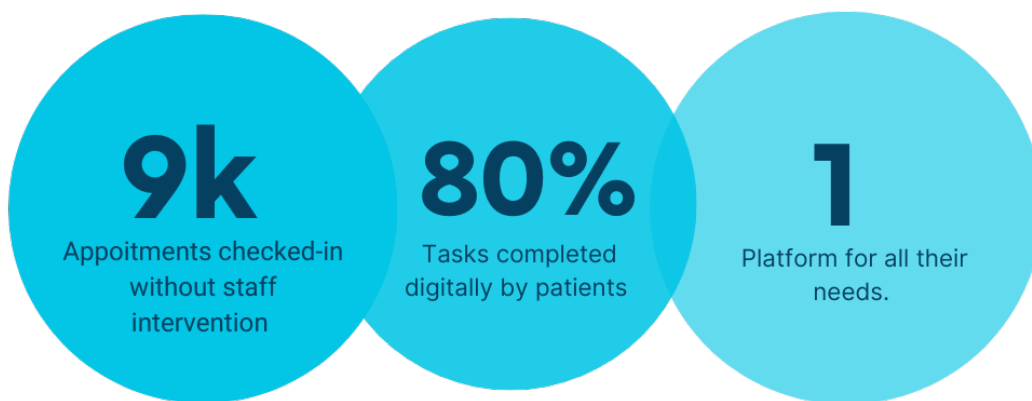


Why This Community Health Center is Collapsing Their Tech Stack With Qure4u

When Teresa Bovia and Nancy Tardy set out to improve operations at their community health center, they were no strangers to the challenges of implementing digital solutions. After a disappointing experience with a previous vendor, they were cautious—maybe even a bit “burned.” But with Qure4u, they found more than a solution. They found a partner.



Q: Before using Qure4u, what challenges or pain points was your team facing?

Before Qure4u, the team was using a platform they quickly learned wasn't built for sustainable success.

“It was inconsistent,” Teresa recalled. “Sometimes it worked, sometimes it didn't. There was no customer support. We had iPads that constantly malfunctioned, and even during the so-called ‘90-day trial,’ we couldn't really get it to work.”

Nancy added, “They made a lot of promises. But the integration with athenahealth was poor, and we ended up locked into a long contract for a product we weren't even fully able to use. We were trying to move away from paper, but ended up barely using the platform at all.”

Q: What made Qure4u stand out as the right choice for your practice?

The team was initially hesitant, especially after their past experience. But Qure4u's approach was different from the start.

"From my perspective, as soon as someone says they're an 'athena partner,' I get nervous," said Teresa. "But I grilled your team pretty hard, and everything you promised, you've delivered. Honestly, if you asked me to sign a 10-year contract now, I would."

Nancy agreed with this, emphasizing the breadth of features and the seamless integration with Athena. "We're still slowly rolling out everything Qure4u offers. But even from the beginning, the customer service has been top-notch. Our reps are incredibly responsive. We meet regularly, and they're always there with answers."

Q: You've achieved an 80% pre-visit check-in rate. How has that level of automation changed your day-to-day operations—and how did you get there?

Nancy and Teresa attribute their success to Qure4u's proactive customer success team—especially Bethany. "Bethany reanalyzed everything and said, 'We can do better,'" Nancy shared. "Since then, we've done virtual training, and now she's coming on-site to take it even further. It's not just to support it's true partnership."

That hands-on approach has had a big operational impact. "It's taken pressure off our front desk," said Teresa. "Check-in times are shorter, the clinic runs more efficiently, and staff can focus more on patients instead of paperwork."

Nancy added, "We've significantly reduced paper across all our sites, especially in behavioral health, where Qure4u made it easy to digitize and send screeners on the fly."

Q: What do your staff and patients think about Qure4u?

Understandably, staff were hesitant at first—especially after past tech frustrations. But ongoing training and real-time support have changed that.

"They were skeptical," said Nancy, "but once they saw how much easier it made their jobs, adoption started to grow. With Bethany guiding them in person, their confidence keeps building."

Teresa noted that as a lean team, this kind of hands-on help is invaluable. “We put most of our resources into patient care. Having someone step in and say, ‘I’ve got this’ has made all the difference.”

Patients, too, have embraced the platform. “They tell us it’s easy to use, especially in our behavioral health and telehealth programs,” Nancy said. “Even older patients who need help in person pick it up quickly with a little support. Overall, it’s just very user-friendly.”

**Q: What would you say to another community health practice considering Qure4u?
Teresa and Nancy have already been spreading the word.**

“We actually brought it up at a mobile health conference recently,” said Nancy. “People were surprised at what we could do, digital check-ins, sending screeners, collecting co-pays, all without paper.”

With a new, tech-savvy CEO on board, the team began a full review of their tech stack and quickly realized just how much duplication was happening across platforms.

“We were doing the same thing in multiple systems,” said Teresa. “Our CEO looked at it and said, ‘Why are we duplicating everything?’ And he’s right.”

That insight spurred a major shift: the team is now transitioning all telehealth operations to Qure4u, phasing out costly tools like Zoom. “That’ll save us about \$2,000 a month since we won’t need separate Zoom licenses anymore. The fact that everything integrates directly into the patient chart? That’s a game-changer.”



**Baptist Community Health Services
is a non-profit, federally-qualified
multi-site community health center,
founded in 2014 in the culturally-rich
Lower Ninth Ward of New Orleans.**