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Proven in Practice

MCR HEALTH

How MCR Health Boosted Check-In Rates and Efficiency, Fast.

We sat down with Robert Hierak, at MCR Health, a large FQHC, where efficiency and patient experience go hand in hand. Before switching to Qure4u, their team struggled with customer service issues, low patient adoption, and workflow bottlenecks. After implementing Qure4u, they saw immediate transformation.

Efficiency should not take weeks.

Q: What challenges were you facing with your previous vendor?

Robert Hierak: *"With our previous vendor customer service was a major issue. It was difficult to get in touch with someone when we needed support, and when we did, service was inconsistent. Patient adoption was another struggle, it took us nearly two years to reach 80% adoption. With Qure4u? We hit 80% almost overnight and we are on our way to 100%."*

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

Robert Hierak: *"Beyond support, Qure4u simply offered more. The platform was built to handle everything we needed, automation, seamless integration with our EHR, and a level of flexibility that let us tailor workflows to our practice."*

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Q: How has Qure4u helped you tailor solutions to fit your needs?

Robert Hierak: *"When we needed patient surveys adjusted from a five-point scale to a ten-point scale, their team didn't hesitate. Within a month, they made the change to their product. What sets Qure4u apart is their willingness to listen and act quickly. They don't force a one-size-fits-all approach, they work with us to make sure the technology fits our processes, not the other way around."*

Q: How did your team handle the transition?

Robert Hierak: *"Like any big change, there was some initial nervousness. Switching platforms, especially something as integral as patient check-in, can feel overwhelming. But at the same time, our team was excited about the improvements Qure4u could bring.*

Once we went live, that nervousness quickly disappeared. The Qure4u team was right there with us, guiding staff through the rollout and answering any questions in real time. By the end of day 1, everyone was up and running, using the platform with confidence. If we knew it was this easy, we would have done the switch long ago."

Q: What would you say to other practices considering Qure4u?

Robert Hierak: *"Try it. Put it in your staff's hands. This isn't a decision that should be made just in the executive office, your team needs to be part of it. The staff love it and the easier it is for them, the smoother everything runs. For us, Qure4u has been a no-brainer."*

Q: What is your vision of your future with Qure4u?

Robert Hierak: *"We see Qure4u as more than a vendor, they're a partner alongside us. As a large FQHC, we bring unique insights to the table, and Qure4u listens. It's a partnership built for growth and long-term innovation. We're excited to keep unlocking more of the platform and to collaborate on future features that enhance the experience for both patients and staff, not just for us, but across the entire Qure4u community."*

Robert Hierak
Chief Operating Officer, **MCR Health**

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