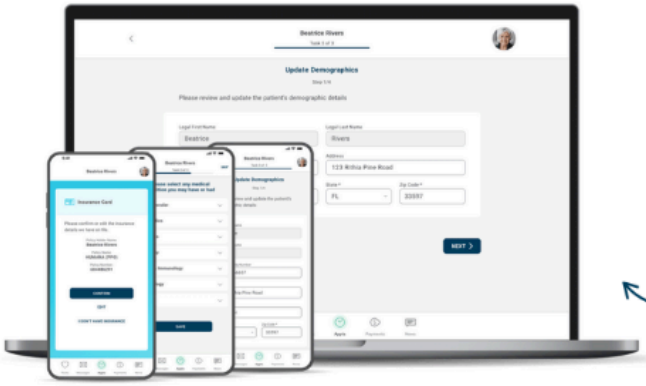
Qure4u
Proven in Practice

Union General Hospital Inc.

Reaching a 100% Digital Check-in Rate!

At Union General, serving a rural community with retirees called for a system that was both powerful and simple. Manual workflows and limited integration were slowing the team down—until they made the switch. We sat down with Dee Phillips to hear how Qure4u helped transform their operations and why she says Qure4u "works harder than any vendor."



With Qure4u's 1-click workflows, this rural clinic hit 100% pre-visit check-ins. That's right, every patient, regardless of age, checked in before even stepping foot in the clinic.

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

Dee Phillips: *"We were relying solely on Cerner, which didn't support all our paperwork needs. It was a manual, expensive process with limited form integration — we had to scan everything in, which took time away from patients. The iPad signature setup worked, but it lacked the background automation and pre-filled forms that Qure4u now provides."*

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

Dee Phillips: *"Before landing on Qure4u, our team trialed other platforms, but they didn't integrate well across all departments. That was a dealbreaker. Qure4u stood out because it did work for everyone — it's the most configurable solution I've seen in my 20 years in healthcare, and the easiest to use. Plus, your team listened, adapted quickly, and tailored the platform to our exact needs. That level of support is rare."*

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Q: You've achieved a 100% pre-visit check-in rate — how has that level of automation changed your day-to-day operations?

Dee Phillips: *"It's freed us up tremendously. I can now run the entire clinic with just two front desk staff. Instead of drowning in paperwork and scanning forms, my team can focus on what matters, actually talking to patients. That one shift alone has significantly improved our customer service and made patients feel more welcome."*

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

Dee Phillips: *Staff love how quick and smooth the workflows are. When an issues pops up, the Qure4u team resolves them fast — especially Bethany, our Customer Success Manager and Kate, Director of Customer Experience Operations, go above and beyond. Patients, even in our rural community full of retirees, have embraced it. The system is so simple that even those in their 80s and 90s can use it."*

Q: What would you say to another Cerner practice considering Qure4u?

Dee Phillips: *"Do it. I've seen a lot of vendors over the years, but none who work as hard as Qure4u to make sure every department succeeds. Other vendors vanish after implementation, Qure4u stays with you, tweaks what's needed, and truly partners with your team. It's been a standout experience for us."*

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