

Di Lello IT Services

“Secret Weapon” for Telehealth

As owner of an IT service company, Troy Di Lello’s phone often rings off the hook with calls from providers of independent practices asking for help. Lately, they have been telling him that their EMR doesn’t have telehealth and they are making do with non-compliant options such as Skype, FaceTime and Zoom. With COVID-19 restrictions, they want answers fast!

Even before COVID hit, Troy’s company, Di Lello IT Services, was doing a lot of telehealth implementations. “For 20 years, we have been IT consultants, doing a full range of implementations and virtual CIO work,” he explains. “When we started getting more healthcare jobs, we realized the potential of telehealth becoming a big thing. We ramped up. And now, of course, it has become THE thing. We were in the right place at the right time to take advantage of the wave.”

Challenge: Choosing a Trustworthy Partner

Di Lello’s business model is a lean one, relying on strategic partnerships. “We’ve always been IT generalists, not specialists. We look at the big picture, figure out what the client needs, and then outsource to partners for ongoing management. This model became crucial when we began doing more healthcare jobs, because compliance can be so complicated,” he says.

“Although we are HIPAA certified ourselves, we needed a system we could trust to manage all the details of a medical practice.”

Solution: Growing with Kareo’s Platform

Di Lello did exhaustive research to compare EMRs. At first, his main criteria were robust notes, high security, and affordability. However, the big differentiator proved to be ease of use.

“As I went through various vendors’ demos, Kareo not only checked all of our boxes but was by far the easiest to work with. An unexpected bonus was that they would do client training and support for us, setting us free to work on the bigger picture.”

After using Kareo for many years, he found it was scalable, too. “As the number of our clients doubled and tripled in size, we needed new tools. It seemed



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like Kareo had figured out what we would need in the future before we even thought of it ourselves – like with telehealth.”

Result: Effortless Implementation

Di Lello says that Kareo reduces his workload. “I’m the rollout expert here. With other platforms, you have to download a lot of apps and spend time integrating everything. It’s very labor intensive.”

With Kareo, there’s none of that. “You don’t really have to roll out Kareo. It’s as easy as provisioning your users and making sure they know how to use the system. Kareo takes charge of training and support on our behalf. They give our client a dedicated customer success coach to take care of the nitty gritty. Our job is simply to put the deal together, and then stand by if additional support is needed. Kareo is like a dream come true for consultants,” he notes.

Di Lello shares a recent experience with a behavioral health start-up. “Being national, they had to have multiple practices to meet various state requirements. The architecture would have been a nightmare with most EMRs. Our Kareo rep, however, walked us through everything, including integrating practices across state lines. Then we put the client on Kareo’s telehealth. We were able to bring the practice from zero to 4,000 appointments a month in 2020 without a hitch, thanks to Kareo.”

Challenge: Telehealth Revolution

About 10 years ago, Di Lello says that EMR business was “flapping in the wind.” Nobody wanted to hear about note-taking systems. So, he began focusing on telehealth as a hot new solution. “By the time the COVID shutdown started, our foot was already firmly in the door, and we were recognized as experts. Today, telehealth comprises 80% of our business, and it’s the only kind of new work we accept.”

Solution: Kareo Telehealth

He won’t just implement any old telehealth system, though. “I recommend Kareo to people even before they become my customers. I talk about it when speaking in public, or when being interviewed in podcasts. I’m particularly adamant about clients switching to Kareo if they have an EMR without telehealth, because they’re probably using Zoom, Skype or FaceTime and are out of compliance. With new clients, I insist on Kareo. Frankly, Kareo is my secret weapon.”

Results: Awesome Efficiency

One of the difficulties with a subpar telehealth solution is the time spent on technical glitches. “I discovered this myself on a telehealth visit with my own doctor, who was not using Kareo. The connection didn’t work. We spent at least 10 minutes trying to make it happen, to no avail. The doctor had to

Kareo Solution



KAREO BILLING



KAREO CLINICAL



KAREO ENGAGE



KAREO TELEHEALTH



KAREO ANALYTICS



PATIENT COLLECT



PATIENT STATEMENTS

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call and text to my mobile device, which wasn't even secure. Think of how much time this wasted for both of us. Multiply this by a day's worth of patients, and you see what a time sink the wrong technology can be," Di Lello explains.

"With Kareo, on the other hand, it's really simple," he continues. "The patient receives a notification and link. When they click on it, an assistant in the clinic checks that the connection is good. Now it's like the patient is roomed, waiting for the provider. The physician arrives, the screen opens smoothly on both ends, and the consultation begins. The provider's notes are automatically properly stored in the system. The whole interchange is secure. The benefit for the physicians is being able to see patients back-to-back, without delays in between. He sees double the amount of patients per hour, increases his revenue and everyone is a lot less frustrated."

Di Lello says that the volume of leads he's getting for telehealth implementations has doubled since before the pandemic. "Everyone is panicking. They know that COVID-19 isn't going away, compliance waivers will expire, and they won't be able to use Wild West solutions anymore. It's imperative for practices to get telehealth right, and to adopt secure, robust systems in a hurry."

Results: Bright Future with Kareo

Di Lello views Kareo as key to his success. "As an IT professional, I view Kareo as an efficient tool that enables providers to be providers, without worrying about technology. It's the most complete platform, and the best value, that I've seen. It removes the barriers to telehealth, key for any practice's survival. Because of our partnership with Kareo, I foresee us more than doubling our client base in the next couple of years," he notes.

The intangibles are important too. "Kareo gives me peace of mind. I feel I can trust the Kareo platform. More importantly, I feel I can trust the people who run Kareo, based on the terrific job they consistently do for us. At the end of the day, that is what we consultants want more than anything – trustworthiness in our partners, so we can be trustworthy with our own clients."

Best of all, Kareo helps Di Lello enjoy his work. "This is a super exciting time to be in IT consulting," he says. "There's a telehealth revolution exploding around us, giving us rare opportunities. Every day I wake up excited to see what's going to happen next. I love this industry!"

Join the **75,000 providers** in all **50 states** that rely on Kareo to grow their business. Start optimizing your practice's success today.

Results



**Telehealth now
80% of business**



**Client base set to
double in two years**



**Managing up to
4K appointments per
month for major client**

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