

## First Care Clinics - convenient walk-in urgent care services

### customer overview

First Care Clinics is a series of nine urgent care facilities located across Kentucky. They focus on being a resource within every community they belong to by hiring local medical professionals and financially supporting local schools and organizations.

### challenges

Each time patients visit a clinic, a third party provider sends them a survey for feedback on their service. Any comments or complaints from the surveys are then sent to Maria Schaefer, Patient Relations Coordinator. It's Schaefer's job to make sure that any complaints are recorded and followed up on in a timely fashion.

As the third party provider pushed complaints to Schaefer via email, Schaefer updated an ongoing spreadsheet to manage her load. However, it required a lot of copying and pasting from the emails, and getting input and comments from others led to a lack of timely complaint resolution. Additionally, reporting on trends was extremely difficult.

### solutions

First Care implemented Issuetrak to be the repository for all complaint comments. Using the Incoming Email processor, the emails from the third party provider are automatically converted into issues within Issuetrak, eliminating the need for copying and pasting.

Setting up Issuetrak's user defined fields allowed for data specific to their complaint process to be captured and available for reporting, including their unique visit ID that ties to the patient's exact visit. They also use the Special Table to capture patient information to build a history when there are multiple comments from the same patient.

"Issuetrak covers all needs in regards to managing customer complaints. There are other systems/sites that can assist with pieces of my complaint management, but Issuetrak was the only system that gave me the capability to address all aspects of a complaint."

*-Maria Schaefer  
Patient Relations Coordinator*



## benefits

Schaefer was able to divide the complaints into both administrative items and patient care. This helps with better reporting, which is a key benefit with Issuetrak. She can now run reports on the entire complaint management process, from start to finish.

“The ability to run reports on just about any scenario allows me to see repetitive behaviors and ultimately gives me the opportunity to improve,” says Schaefer.

## about Issuetrak

Issuetrak helps keep important business issues and tasks from falling through the cracks! We provide our customers with reliable and intuitive software for tracking, assigning, and reporting on internal and external issues and requests. Issuetrak includes a powerful process management component for streamlining workflows, and ensuring approvals are obtained and procedures followed. Founded in 1992 and based in Norfolk, VA, Issuetrak is a leader in developing issue tracking, complaint management, workflow, and help desk solutions. Our customer span nearly all industries, and many use Issuetrak across their entire organization.

