

News PDF

Evident Expands Client Support in Response to COVID-19

Virtual Implementations Mitigate Delays in Project and Service Delivery While Bringing Real Value to Clients

MOBILE, Ala.--(BUSINESS WIRE)-- Evident, LLC, a wholly-owned subsidiary of CPSI (NASDAQ: CPSI) and a leading provider of electronic health record (EHR) systems and related services, continues to support its clients amidst the ongoing challenges to healthcare delivery as a result of COVID-19.

Since the global pandemic hit, Evident, through the support of parent company CPSI, has taken the steps needed to ensure the viability of its clients during this challenging time. In addition to the telehealth solution previously announced in March, Evident changed its service and support model to a 100% virtual format. While the health and safety of everyone involved was the key driver for this transition, there were other benefits realized. In addition to the cost savings for clients, clinical care teams felt less disruption to day-to-day job functions with virtual training being more efficient and less time consuming, so they could focus on patient care.

Since March, Evident has successfully implemented its EHR systems virtually, along with add-on applications including ambulatory and emergency department offerings, at nine client facilities for both U.S.-based and international customers. By adjusting its processes to offer 100% remote implementations, Evident has been able to ensure on time, on budget installations. Through training webinars and video meetings, interactions between Evident service consultants and key client stakeholders have made the transition from a traditional onsite implementation seamless. In addition, a comprehensive set of online, on-demand training tutorials have provided clients with the ongoing support they need throughout the onboarding process and beyond.

“It was critical that our implementation was done virtually since only essential employees were allowed in the facility. The Evident team kept us on track and engaged us with video conferencing throughout the project and we used online training, which proved to be very effective for our staff,” said Matt Salas, chief executive officer of Sonoma Specialty Hospital in Sebastopol, California. “Since going live on the new system June 1, my team has seen a positive impact on both clinical and financial operations which has resulted in increased EHR satisfaction compared to our previous system.”

“COVID-19 gave us the opportunity to re-think our implementation strategy and leverage technology innovation to meet the expectations of our customers. While we had already made investments to do portions of our implementations remotely, the pandemic made us pivot to a 100% remote approach,” said Rob Hinckle, senior vice president, client services for Evident. “Postponement of projects was not an option, as the expense and impact on business and clinical

operations due to a delayed system installation can be great. Knowing the financial pressures our clients are already facing due to COVID-19, we knew we had to do better.

“Based on the value remote installations have given our customers, we will continue using elements of this delivery model regardless of the need created by COVID-19. It simply makes sense for Evident and our clients,” commented Hinckle.

About Evident

Evident, a member of the CPSI family of companies, recognizes the challenges hospitals, clinics and other healthcare providers face – the need for simplicity, cost containment and delivery of a quality healthcare experience for patients and physicians alike. Our integrated software solutions are backed by a proactive support approach, making us the partner of choice for hundreds of healthcare organizations. For more information, visit www.evident.com.

Forward-Looking Statements

This press release contains forward-looking statements within the meaning of the “safe harbor” provisions of the Private Securities Litigation Reform Act of 1995. These forward-looking statements can be identified generally by the use of forward-looking terminology and words such as “expects,” “anticipates,” “estimates,” “believes,” “projects,” “targets,” “predicts,” “intends,” “plans,” “potential,” “may,” “continue,” “should,” “will” and words of comparable meaning. Without limiting the generality of the preceding statement, all statements in this press release relating to Evident’s ability to both provide its service and support model virtually and implement its EHR systems virtually are forward-looking statements. We caution investors that any such forward-looking statements are only predictions and are not guarantees of future performance. Certain risks, uncertainties and other factors may cause actual results to differ materially from those projected in the forward-looking statements. Such factors may include: risks related to Evident’s ability to provide its service and support model in a manner that provides customers with cost savings and efficient training; risks related to Evident’s ability to install its EHR and provide ongoing support to customers virtually; the impact of COVID-19 and related economic disruptions which could materially affect the Company’s revenue, gross margin and income, as well as the Company’s financial position and/or liquidity; actions to be taken by the Company in response to the pandemic; the legal, regulatory and administrative developments that occur at the federal, state and local levels; potential disruptions, breaches, or other incidents affecting the proper operation, availability, or security of the Company’s or its partners’ information systems, including unauthorized access to or theft of patient, business associate, or other sensitive information or inability to provide patient care because of system unavailability; changes in revenues due to declining hospital demand and deteriorating macroeconomic conditions (including increases in uninsured and underinsured patients); potential increased expenses related to labor or other expenditures; and the impact of our substantial indebtedness and the ability to refinance such indebtedness on acceptable terms or at all, as well as risks associated with disruptions in the financial markets and the business of financial institutions as the result of the COVID-19 pandemic which could impact us from a financial perspective. Numerous other risks, uncertainties and other factors may cause actual results to differ materially from those expressed in any forward-looking statements. Such factors include risk factors described from time to time in CPSI’s public releases and reports filed with the Securities and Exchange Commission, including but not limited to, CPSI’s most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q. We also caution investors that the forward-looking information described herein represents CPSI’s outlook only as of this date, and CPSI undertakes no obligation to update or revise any forward-looking statements to reflect events or development after the date of this press release.

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