

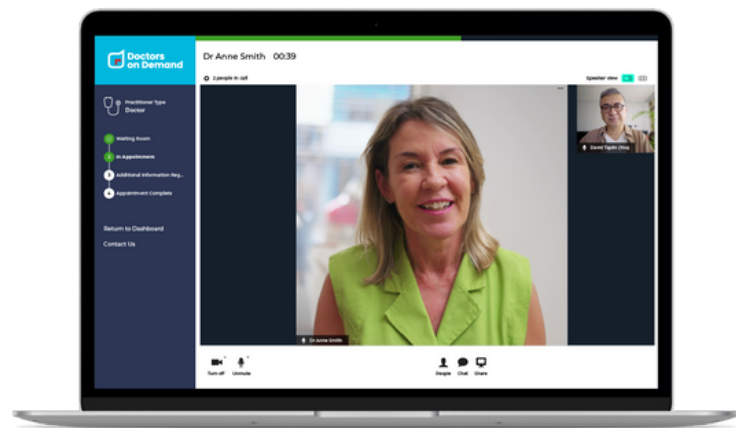
# Why cloud tech beats server-based solutions: A case for making the switch

## How leading telehealth business Doctors on Demand benefited from switching from server-based software to MediRecords.

This case study highlights the challenges faced by Doctors on Demand when using server-based tech, their decision-making process in choosing MediRecords as a cloud-tech provider, their data migration experience, and the impact of the switch on their workflows. Additionally, it delves into the advantages of adopting cloud technology for virtual healthcare.

### About Doctors on Demand

Since 2015, Doctors on Demand has been a leader in Australia's telehealth sector, connecting patients with GP video consultations 24/7. This fully online service provides patients with secure access to medical care from the comfort of their homes or while on the move via their mobile devices. This innovative business model not only benefits patients but also empowers general practitioners to provide care from anywhere, in an efficient and patient-centric manner.

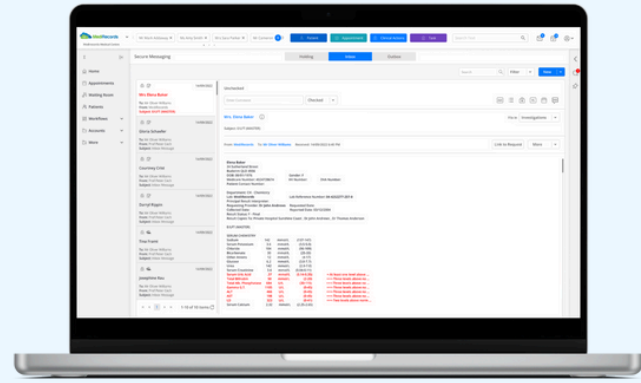


### Challenges faced with legacy-based software

As Doctors on Demand grew, their remote desktop access system became increasingly complex and inefficient. Doctors had to toggle between their desktops and virtual servers, impeding workflows and scalability. Ensuring seamless access to patient data and eliminating the need for a dedicated IT team became pressing concerns. The need for streamlined operations and enhanced patient care led Doctors on Demand to seek a cloud-based solution.

## Solution – transitioning to the cloud

Doctors on Demand made a strategic choice to transition to MediRecords' cloud-based platform. While adopting new technologies can be challenging, it can be crucial to build the foundations for future growth and scalability. The organisation's commitment to change management ensured a successful transition. MediRecords' training resources, webinars, and live chat support facilitated the transition process, enabling rapid onboarding of the Doctors on Demand clinical workforce. This experience underscores the importance of assessing organisational needs, seeking change management support, and introducing flexible modern technologies to underpin long-term success.



***"The move to a cloud-based solution with MediRecords was a game-changer for us."***

## Seamless data migration

The data migration process was crucial for Doctors on Demand to ensure continuity of patient care. With several years' worth of data, the transition was conducted in tranches to avoid disruptions to their 24/7 service. MediRecords' data migration team worked closely with Doctors on Demand to ensure a smooth and successful migration, allowing the organisation to introduce the new system quickly.

## Cost savings and streamlined operations

The shift to the cloud resulted in substantial cost savings for Doctors on Demand as an in-house IT team for managing remote desktop systems was no longer required. MediRecords' user-friendly cloud solution streamlined operations, reducing administrative overhead. This allowed the reallocation of resources towards service improvement and seizing other growth opportunities.

## Harnessing cloud and APIs

MediRecords API integration provided real-time access to patient data during consultations. Seamless data flow into the practice management software, facilitated by MediRecords, gave doctors immediate access to essential patient information, enhancing the quality of their care. Additionally, administrative tasks like doctor schedules were integrated, further improving efficiency and patient satisfaction.

***"The API integration played a crucial role in automating tasks, reducing administrative overhead, and saving on operational costs."***

## What's next for Doctors on Demand, and how will MediRecords assist?

Doctors on Demand has ambitious plans, including expanding services to include mental health care and deeper partnerships with corporate entities. The recent MediRecords 2.0 update introduced an interface that offers enhanced patient communication capabilities, supporting Doctors on Demand's growth journey. By embracing change and capitalising on MediRecords' support, Doctors on Demand has positioned itself for sustained success in the dynamic healthcare landscape.

This case study highlights the successful collaboration between Doctors on Demand and MediRecords, resulting in the seamless integration of cloud technology for virtual care. By overcoming challenges, implementing efficient data migration, and embracing innovative solutions, Doctors on Demand has positioned itself for future growth in the telehealth industry.

Find out more about Doctors on Demand [here](#)



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