

# Partners for Innovation and Growth

In 2010, **Righttime Medical Care** had ambitious goals for innovations in healthcare technology and expanding to new locations, but they had also reached the limit of their internal IT capabilities for supporting those goals. In PEAKE, they found the reliable healthcare IT partner they needed to keep charging forward.



## Vital Stats

**10** Then **Now**

Years with PEAKE as their MSP for Healthcare IT

5+ locations when the relationship began.

20+ Locations, a Call Center, and 400+ Employees



Righttime is Maryland's largest, independent urgent care provider.

## Challenges



**Innovation**



**Growth**

Righttime has been committed to innovation since its creation in 1989 when it pioneered the idea of urgent care for pediatrics. By the time the company met PEAKE, Righttime's leadership was working on technological advances like an ahead-of-its-time touchscreen POS system for patient care and innovative diagnosis and treatment methods for concussions.

Between their innovative ideas and the growth they were experiencing, Righttime had reached the limits of what their in-house IT capabilities could support.



## A Partner for Growth

PEAKE restructured Righttime's IT environment to support growth, and they helped create a repeatable process for adding new locations throughout Maryland. Righttime relies solely on PEAKE for their IT support.



**"Without them, we would be far less efficient, and we wouldn't be using the best solutions. They keep us way ahead of the competition in terms of tech, and when we open a new location, the process is painless."**

Kimberly Bresnahan, COO



## A Partner for Innovation

Righttime's mission is "Simplifying Access to Trustworthy Medical Care," and they have relied on PEAKE's guidance to support that mission by embracing technological advancements such as cloud computing and telehealth.



**"I'm always thinking 'What do we do next?' Chris at PEAKE is not just a vendor. He's a counselor. He's someone we can brainstorm with, and his company has been an intellectual resource as we've grown."**

Dr. Robert G. Graw, Jr., CEO



## A Partner Who Cares

Righttime succeeded in meeting their goals for supporting their innovative ideas and plans for growth, but there's another theme that comes up constantly when discussing their experience with PEAKE:

**"PEAKE hires values-based people. They are very professional, but they are also respectful, honest, and have tremendous integrity. There's a conscience to the work. They make sure we do things the the right way, knowing that at the end of the line, a patient's health is at stake."**

- Dr. Robert G. Graw, Jr., CEO

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