



Client Name:

Trauma Specialists of Maryland

Streamlining Communication, Enhancing Care: Trauma Specialists of Maryland's Journey with RingRx

Trauma Specialists of Maryland, a pioneering outpatient mental health practice, specializes in providing trauma therapy to clients across Maryland, Pennsylvania, and Delaware.

Founded by Rachel Harrison, LCPC, NCC, they employ Eye Movement Desensitization and Reprocessing (EMDR) as their primary treatment modality. With a team of 50 dedicated professionals, Trauma Specialists of Maryland has cultivated a uniquely warm and inviting therapeutic environment across its locations, ensuring patients feel comfortable and supported as they embark on their healing journey.



The Struggle for Reliable Communication

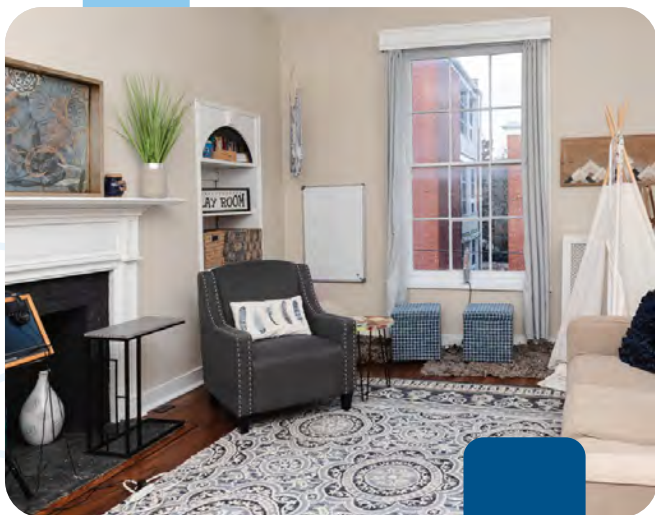
Before partnering with RingRx, Trauma Specialists of Maryland faced significant challenges with their previous VoIP provider. Practice Manager Lindsey Meekins vividly recalled the frustration and disruption caused by the subpar service: "In early 2022, the phones just stopped working. We couldn't make or receive calls, faxes, or log into the system."

The system's unreliability had reached a critical point, severely impacting the practice's ability to provide seamless patient care and maintain efficient operations.

The lack of essential features like faxing and extensions further complicated the situation, forcing staff to use personal Google Voice lines or block their personal mobile numbers with *69 to maintain client confidentiality.

The frequent outages and technical issues hindered patient communication and strained internal collaboration among the practice's growing team. While they took the challenges in their stride - affectionately referring to their dysfunctional phones as "banana phones" - something had to change.

Faced with these mounting challenges and the inability to rely on their telecommunications system, the team turned to RingRx for a more reliable solution to solve their issues.



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Finding the Perfect Fit: Why RingRx Stood Out

Determined to find a telecommunications partner to meet their unique needs, Trauma Specialists of Maryland thoroughly evaluated several options. RingRx quickly emerged as the front-runner, impressing the practice with its ease of setup, comprehensive support, and robust feature set.

One key requirement was a system that seamlessly integrated with their operational workflows, including faxing capabilities and secure texting. Lindsey emphasized the importance of these features: "We needed the ability to have extensions, to fax as part of it, and something HIPAA compliant." RingRx's customizable platform addressed these needs head-on, offering a tailored solution that could adapt as the practice grew.

Swift and Smooth Implementation

The transition to RingRx was marked by a swift and well-supported implementation process, a testament to the expertise of the RingRx support team, who worked closely with Trauma Specialists of Maryland to ensure a smooth onboarding experience. Lindsey praised the personalized assistance provided: “RingRx support was instrumental. They provided personalized assistance, helping us tailor the system to our specific needs.”

The entire transition, including staff training and system customization, was completed in under two weeks. This rapid implementation minimized disruption and allowed the practice to start quickly reaping the benefits of its new communications system.

Empowering Staff and Enhancing Patient Care

The adoption of RingRx has yielded significant operational benefits for Trauma Specialists of Maryland, directly impacting patient care quality. The system’s reliability and user-friendly interface have streamlined daily tasks and reduced technical disruptions, allowing staff to focus on what they do best: delivering compassionate and effective trauma therapy.

Lindsey highlighted several standout features that have transformed the practice’s communication. “One of my favorite features is the voicemail transcription. I primarily rely on the transcription; it’s incredibly convenient to have that summary forwarded and to receive notifications,” she remarked. The voicemail transcription functionality has enabled staff to quickly review and respond to patient messages, ensuring prompt and efficient communication.

The practice’s administrative staff, among the system’s heaviest users, have experienced notable efficiency gains in managing calls and faxes. The streamlined faxing capabilities have simplified sharing of important documents, such as patient records and insurance forms, contributing to a more seamless workflow.

The user-friendly interface has made it easy for staff to navigate the system and take full advantage of its capabilities. The intuitive design has minimized the learning curve, allowing new team members to adapt and integrate the system into their daily routines quickly.

When the organization expanded to include a Trauma Specialist Training Institute, Lindsey easily integrated this new service into the existing RingRx setup, maintaining her toll-free number and including the training institute in its call routing options. Additionally, the implementation of after-hours calling services, which was required by insurance mandates in Delaware, was facilitated smoothly. This feature ensures timely support for callers when clinicians are unavailable, demonstrating the system’s adaptability to evolving business needs and regulatory requirements.



The Next Chapter: Exploring New Possibilities with RingRx

As Trauma Specialists of Maryland continues to grow and evolve, the practice is excited about the future possibilities of its partnership with RingRx. Lindsey shared their plans to leverage further RingRx’s capabilities to enhance communication security and convenience. Initiatives in the pipeline include exploring individual text lines for staff members.

Lindsey expressed confidence in the continued collaboration, stating, “RingRx has not only met but exceeded our expectations in providing a reliable, feature-rich communication platform that enhances our ability to provide quality care.”



The partnership between Trauma Specialists of Maryland and RingRx demonstrates the value of tailored telecommunications solutions in the healthcare industry. By adopting RingRx’s reliable and feature-rich platform, the practice has streamlined its operations, enabling staff to focus on providing high-quality trauma care to patients. As the demand for mental health services grows, effective communication becomes increasingly crucial in healthcare. With RingRx, they are modernizing how trauma care is delivered, one phone call, text, or fax at a time.

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To learn more about RingRx and if it fits your organization, book a demo or contact us at **(888) 980-6860** and request a free trial.

