OneDesk Customer Case Study: Cingulum Health

Company Profile: Cingulum Health

Cingulum Health is a world-leading clinic specializing in Transcranial Magnetic Stimulation (TMS).They utilize functional brain MRI and connectomics to map higher-level brain processes to pinpoint specific abnormal areas in each patient's brain for targeted TMS treatment.

Cingulum Health offers a personalized and targeted approach to each patient for a range of neurological disorders, including psychiatric disorders, brain injury, post-stroke recovery, post-surgical recovery, cognitive decline, chronic pain, autoimmune conditions, and neurodegenerative diseases.

The clinic places a strong emphasis on the patient experience. Every enquiry is taken seriously and treated with the respect it deserves. This high level of support must be followed throughout the entire process—from initial intake to treatment, and through to post-treatment and follow-up.

Challenge

Cingulum Health's commitment to continued patient support, as well as unique clinical operations, presented a difficult challenge when looking for a software solution. The goal was to find a system that would enhance their ability to deliver personalized, high-quality care while maintaining the security and integrity of patients' health information.

In the past, they found a Kanban-style workflow provided the best control and for years used Trello. However, Trello lacked customization options and importantly, HIPAA compliance. There seemed to be a huge gap in the market for a HIPAA-compliant solution that offered both project management and patient support.

Specifically, Cingulum health was looking for a solution that could:

- Track each patient's progress
- Assign tasks to team members
- Facilitate clear communication across the clinic
- Provide high customizability to suit their clinic's unique needs
- Manage patients through the entire journey

After several unsatisfactory trials with other software providers, they discovered OneDesk.

> "Since implementing OneDesk, we've seen significant improvements in our workflow efficiency and patient management."

Solution & Results

Since implementation of OneDesk, the Cingulum Health team has noticed a significant improvement in operational efficiency and patient management. These improvements have enabled them to focus more on delivering personalized, high-quality care to their patients.

OneDesk's dashboard provides clear visibility of progress throughout the entire patient journey. The practice manager stated, that "OneDesk's customisable Kanban-style boards have provided us with a clear, organized view of our entire clinic operations, allowing us to track each patient's progress from initial enquiry through to post-treatment seamlessly."

Another beneficial feature is OneDesk's automation engine, which allows the clinic to automatically manage administrative tasks. Cingulum Health uses many automations, including one that assigns the prescribing doctor based on card status. This feature has streamlined processes and reduced administrative burdens.

Additionally, the secure and HIPAA compliant environment provided by OneDesk gives the team peace of mind regarding the safety of patient health information. OneDesk's unified platform ensures that no step is overlooked, and allows clinical teams to maintain a high level of care and attention for every patient.

> "The endless options for customization and automation within OneDesk have significantly improved our ability to deliver personalized and attentive care to each patient."

To learn more about how OneDesk can help your team: www.onedesk.com
To find out more about Cingulum Health: www.cingulumhealth.com

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