ChartLogic

THE REAL COSTS OF NOT OUTSOURCING YOUR SERVICE DESK

In the digital healthcare landscape, seamless operations hinge on a knowledgeable and dedicated IT department. In-house 24/7/365 service desk management is costly and burdensome on healthcare organizations.

THE SOLUTION: ChartLogic's #1 rated onshore healthcare service desk with over 25 years of healthcare IT services experience.

WHAT YOU STAND TO GAIN

Cost Savings

FACT: The average cost of unplanned downtime is estimated **$7,900 every minute** — which doesn't include HIPAA violation penalties and revenue loss (NetTech Consultants, 2021).

UNPLANNED DOWNTIME COSTS
$7.9K
EVERY MINUTE

Improved Patient Care & Satisfaction

FACT: A positive patient experience is linked to increased profitability, while a negative patient experience could decrease profitability (Health Care Management Review, 2017) **up to $400k** over a patient's lifetime (Medical Economics Journal, 2021).

$400K
LIFETIME COST
OF NEGATIVE PATIENT EXPERIENCE PER PERSON

Regulatory Compliance

FACT: The average HIPAA fine costs healthcare organizations **$1.5M** (Compliancy Group, 2018).

$1.5M
AVERAGE HIPAA FINE
PER SETTLEMENT

Enhanced Staff Efficiency & Satisfaction

FACT: Up to 70% of healthcare workers report experiencing work-related stress, a precursor to burnout and subsequent medical errors (Global Qualitative Nursing Research, 2023).

70%
OF HEALTHCARE WORKERS REPORT
JOB-RELATED STRESS

Improved IT System Reliability

FACT: Companies that use managed service providers experience **85% less downtime** than those who manage their IT in-house (IDC, 2023).

40% LESS
IT OPERATIONAL COSTS
85% LESS
IT SYSTEM DOWNTIME

Reduced Risk of Data Breaches

FACT: Breached data costs healthcare organizations **up to $400 per patient record** (DHHS, 2019).

DATA BREACHES COST
$400
PER PATIENT RECORD

Your Transition to Effortless IT Management

ChartLogic's IT services offer cost-effective, continuous IT support, enhancing operational efficiency, patient care, staff satisfaction, and regulatory compliance while reducing downtime and data breach risks.

Discover how your healthcare organization can benefit today.

Request a free IT consultation!

www.chartlogic.com/solutions/managed-it/free-assessment/