



COMMUNITY COUNSELING CENTERS OF CHICAGO (C4) ACHIEVED HIPAA-COMPLIANT TELEHEALTH TEXTS WITH THEIR CLIENTS

How C4 Switched to a Better Mobile App with S-NET and Saw a Drastic Increase in Client Satisfaction

MEET STEVE TROLINGER

Steve Trolinger had over twenty years of experience in software as a business analyst prior to joining C4. He originally came on to help them implement a new EMR system in 2013. Over the years, this position gradually evolved until he oversaw C4's entire IT department, including their phone system.

C4'S CHALLENGE

For a behavioral health advocate and social service provider like C4, having a top-tier communication system is mission-critical. After all, you can't help clients become the best versions of themselves if they can't reach your staff.

While their old phone system was perfectly adequate when it came to desk phones and softphones, their mobile application was absolutely lacking. "The app wasn't stable, it had a lot of bugs...it just wasn't what we expected or needed at the time," Steve recalls, "Especially for our staff who were either in the field or working from home conducting telehealth appointments. They needed flexible, reliable communication with our clients, and



we couldn't give them that. Not with that MSP, anyway."

So, under Steve's supervision, the team set out to find a new vendor with not just an excellent phone system, but an excellent app as well. Especially one that was HIPAA-compliant. Eventually, after sending RFPs to multiple providers, C4 found S-NET.

THE S-NET SOLUTION

S-NET responded to the RFP and gave C4 a few test lines so they could see S-NET's mobile app in action. And the results were excellent. "S-NET had the edge because their app's interface was comprehensive, yes, but far simpler than the others," Steve states, "Which is excellent because our staff are clinicians, not technicians. They don't have the time to spend learning how to deal with complicated organization or log-ins." The app also made it easier for C4 users to look up

colleagues, forward calls to the right offices, and generally manage calls thanks to their directory integration.

So, S-NET won the contract and helped C4 migrate all 175 employees over to the new and improved phone system from hardware to software – and outfitted all the employees with a mobile app, of course.

THE RESULTS

After C4 migrated completely to S-NET, the number of internal tickets dropped immediately and drastically. "I can't even get into how many tickets we were doing, almost daily and at least weekly," Steve jokes, "To their credit, the previous MSP was very responsive, but it was a volume we shouldn't have had to be dealing with. Now? We've not seen that volume at all, and it's been weeks."

The SMS feature has also made it far easier for C4 staff members to communicate with clients via texts on their business lines, especially because the numbers are secure and, most importantly, HIPAA-compliant. Now they can conduct telehealth appointments with complete confidence, knowing that their clients' information is safe with S-NET.



When we chose S-NET, it felt like it wasn't just a business relationship but a true partnership – where we can work together side-by-side to make sure C4 could fulfill its mission. This kind of comradery was sorely lacking with our previous telecommunications partner, so we're grateful to have found S-NET."

Steve Trolinger Director of Information Systems

