



CASE STUDY

Cole Pain Therapy Group | IT Support That Simplifies Healthcare Operations

Cole Pain Therapy Group partnered with PCS to manage their IT, data security, and EMR systems. From everyday support to navigating the complex transition between electronic medical records, we've provided dependable, hands-on help that keeps their practice running smoothly and securely.

CLIENT: Cole Pain Therapy Group



INDUSTRY: Medical Practices

LOCATION: Memphis, Tennessee

SERVICES: Chiropractic care, dry needling, massage, rehab, and nutrition guidance

About Cole Pain Therapy Group

Cole Pain Therapy Group is a Memphis-based team of chiropractic physicians committed to providing effective, evidence-based treatment for a wide variety of pain conditions. Their doctors have advanced, postdoctoral training in neurology, sports medicine, orthopedics, rehabilitation, acupuncture, and pain management. By working closely with the broader Memphis medical community, including family physicians, neurosurgeons, and orthopedic specialists, they ensure patients receive coordinated, comprehensive care.

The Challenge

Healthcare practices depend heavily on electronic medical records (EMRs) and secure networks. For Cole Pain Therapy Group, the biggest hurdle was moving from one EMR system to another, a transition that can be disruptive if not handled properly. They also needed day-to-day IT support to address network issues, security concerns, and unexpected technical problems without relying on staff who weren't equipped to handle them.

The PCS Managed Services Solution

We worked closely with Cole Pain Therapy Group to support their technology needs at every level:

- **Seamless EMR Transition:** Guided the clinic through the complex process of switching EMR systems, from planning to training and full implementation.
- **Responsive Support:** Provided fast, direct help whenever an issue came up—no call trees or long waits.
- **Proactive Monitoring:** Solved problems behind the scenes, often before the staff even noticed.
- **Holistic IT Management:** Took ownership of the entire IT environment, so they didn't have to piecemeal support across multiple vendors.

By combining proactive planning with hands-on support, we simplified their IT operations and gave the team confidence that their systems would always be secure and reliable.

THE RESULT

Thanks to our partnership, Cole Pain Therapy Group:

- **Completed a major EMR transition without disruption to patient care.**
- **Runs more secure, streamlined systems that reduce stress for providers and staff.**
- **Gets fast, personal support whenever issues arise, avoiding downtime and frustration.**
- **Trusts one IT partner to manage their entire infrastructure instead of juggling multiple vendors.**

Cole Pain Therapy Group can now rely on technology that works in the background, giving their doctors and staff the freedom to concentrate fully on caring for patients.

What Cole Pain Therapy Group Says About PCS

“When we transitioned EMR systems, PCS was there with a plan, training, and support all the way through. That was our biggest fear, and they made it smooth. If there’s ever an issue, we know exactly who to call and it gets fixed quickly. They’re dependable and capable of managing everything—from the details to the big picture—so we don’t have to piece together IT support from different places.”

— Dr. Brad Cole, Cole Pain Therapy Group



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