



CUSTOMER SUCCESS STORY

MOHC Preserves Infusion Operations Through 5-month PM System Outage

Key Results:

2,500+

appointments processed through
manual scheduling workflow

5 months

of *sustained infusion*
scheduling operations

2

infusion centers maintained
patient treatment continuity



Summary

Medical Oncology Hematology Consultants (MOHC) operates two infusion centers in Newark and Middletown, Delaware, with 52 total chairs serving oncology patients. Following an unexpected practice management (PM) system outage that threatened scheduling operations, MOHC partnered with LeanTaaS to maintain treatment continuity, support 2,500+ appointments, and navigate a full PM system transition.

Problem

MOHC experienced an unexpected outage of its legacy PM scheduling system, leaving schedulers without access to the tools needed to effectively schedule infusion appointments. With oncology patients requiring ongoing treatment and no timeline for system restoration, creating tools and a process to support scheduling continuity became an immediate priority.

The challenge intensified when MOHC determined it would need to transition to a new PM system, athenaIDX, rather than restore the existing system. The organization needed a solution that could support day-to-day scheduling operations, preserve patient access to care, and provide stability throughout a multi-month PM system transition.

Solution

MOHC leveraged iQueue for Infusion Centers and partnered closely with the LeanTaaS team to maintain operations throughout the unexpected PM system outage and subsequent transition. Within the first few days of the outage, LeanTaaS implemented a secure manual scheduling workflow that enabled MOHC to continue managing patient appointments despite the loss of its practice management system.

Over the next five months, LeanTaaS worked alongside MOHC leadership and scheduling teams to support more than 2,500 infusion appointments. This close partnership helped ensure continuity of care during the PM system outage across both infusion centers and balance patient volume throughout the day, preventing increased patient wait times or decreased chair utilization.

As MOHC transitioned to athenaIDX, LeanTaaS coordinated interface development and testing to ensure a smooth implementation. Once the new integration was live, MOHC was able to transition from the manual scheduling workflow back to iQueue's automated scheduling and optimization capabilities, reinforcing the platform's role in supporting efficient infusion center operations and demonstrating the value of a trusted partnership during organizational change.

Results

2,500+

appointments processed through manual scheduling workflow

5 months

of **sustained infusion** scheduling operations

2

infusion centers maintained patient treatment continuity

100%

transition support through athenaIDX migration

“Our partnership with LeanTaaS was crucial to maintaining operational flow during the recent outage. Because of their support, we were able to continue to provide life-saving care to our patients. I don’t know what we would have done without the LeanTaaS team!”

— Jennifer Pugh, DNP, MSN, APRN, NPC, AOCNP, MBA, Executive Director, MOHOC

