



Jason Mackay, O.D.

Hidden Valley Eye Care
Draper, Utah

From Servers to Cloud: One Connected Platform

Hidden Valley Eye Care is a well-established practice in Draper, Utah, originally founded by two brothers and serving the community for more than 15 years. When Dr. Jason Mackay, O.D. purchased the clinic seven years ago, it was primarily focused on optical services. He saw an opportunity to expand into medical care, developing a strong specialty in dry eye and cornea treatments.

Located in one of the driest metropolitan areas in the country, the clinic attracts a high volume of patients dealing with dry eye. As the practice grew busier, Dr. Mackay also began looking for ways to modernize operations, simplify technology, and keep patient care at the center of every visit.

The Challenge

Before implementing Barti, Hidden Valley Eyecare faced:

- ! A prior costly shift to a cloud EHR that failed to deliver promised simplicity.
- ! EHR that charged extra for basics and deleted customizations.
- ! Multiple vendors for texting and scheduling, causing finger-pointing.
- ! Lack of a true partner who was responsive and accountable.



The Solution

After an unsuccessful shift from servers to another cloud EHR that added costs and complexity, Hidden Valley EyeCare adopted **Barti's AI-powered, all-in-one platform.**

The impact was clear in four key areas:

-  **AI-Powered Charting**
Reduced charting time by over an hour a day with automated transcription.
-  **All-Inclusive Tools**
Avoided nickel-and-diming with communication, e-prescribe, and faxing built in.
-  **Smarter RCM Support**
Accelerated claim resolution and payments, fixing issues in days or weeks instead of months.
-  **Cloud-Based Platform**
Removed the need for costly servers and backups while enabling secure, remote access.

“With Barti, I can finish charts and invoices before I even leave the exam room. It's saved me over an hour a day, and I'm getting home earlier.”

— Dr. Jason Mackay

The Results

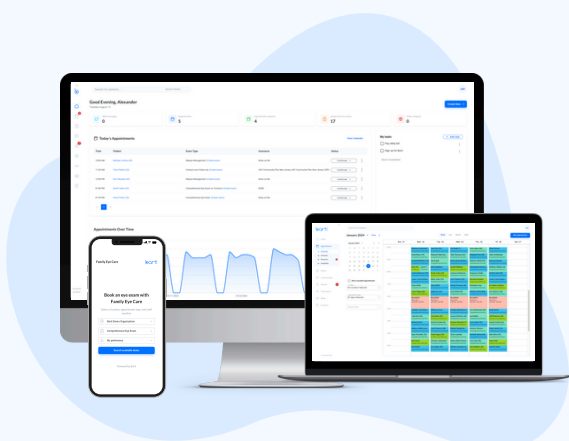
Since adopting Barti, Hidden Valley EyeCare has seen measurable improvements in both patient care and operations. Patient volume increased, no-shows declined, staff gained back valuable time, and payments moved faster.

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Patient Volume Increased by 12%
 Exams grew steadily with the adoption of Barti, bringing in more patients.
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Reduced No-Shows by 30%
 Automated reminders and confirmations kept schedules fuller and more reliable.
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Faster Payments Collected
 Over \$243K in patient payments were processed smoothly with Barti.
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20 Hours of Staff Time Saved Per Week
 AI charting, patient texting, and RCM cut time wasted on records and follow-up.
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Clearer Records
 AI-structured notes captured richer patient details that were easy to review.
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Improved Patient Experience
 Doctors spent less time on charts and more time connecting with patients.
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Workflow Efficiency
 Unified tools cut down on duplicate work and reduced staff strain.
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Server-Free Operations
 Removed the need for costly servers and backups with Barti's cloud platform.



***Barti took away so much of the frustration.** Rather having to log in somewhere else, it's nice you don't have to toggle back and forth between multiple programs - the whole practice just runs smoother.*

— Dr. Jason Mackay



Get Started With Barti

See how Barti can reduce paperwork, save staff time, and help you focus on your patients.

Schedule a Demo

