

*“GoToMyPC lets me work from anywhere, and since I’m the only office manager, it’s crucial that I can get everything done on my own time for the success of the practice.”*

Janeen Thompson  
Office Manager at San Mateo Rheumatology



 **Challenge**

San Mateo Rheumatology is a small private practice with only one office manager, Janeen Thompson, who wears a lot of hats and handles many of the business matters that go along with patient care. Adding to her challenge, their billing specialist recently left the practice, and **Thompson simply didn’t have enough time in her day to take on the extra duties.**

Thompson also lives 50 miles from the practice with a 90-minute commute on winding, mountain roads. She had been doing this commute for years, and with the bad storms that hit last winter, she didn’t know how she was going to get to work each day.

She tried staying late in the office and skipping vacation to get everything done, but these solutions were not sustainable. The practice experienced cash-flow issues since the patient billing was not completed in time, so the practice needed a more sustainable solution that would both benefit the business and improve quality of life for its employees.



San Mateo Rheumatology is a private medical practice that has been in business for over 25 years. They treat about 100 patients each week for joint problems and autoimmune diseases.

[sutterhealth.org/find-doctor/city/san-mateo/rheumatologists](https://sutterhealth.org/find-doctor/city/san-mateo/rheumatologists)

 **Solution**

San Mateo Rheumatology needed a secure and reliable solution that would let Thompson work from home without impeding the success of the practice. **They implemented GoToMyPC so that she can take back her time and access everything she needs to get her job done while away from the practice.**

GoToMyPC lets Thompson remotely use her work computer as if she were sitting right in front of it. This way, she can access QuickBooks to complete her accounting duties and the electronic health records and billing software to process insurance claims. “It’s secure, completely reliable, easy to use, intuitive, responsive and very consistent,” said Thompson.

 **Result**



**Improved cash flow**



**Less commuting**



**Better work-life balance**

Implementing GoToMyPC as a remote access solution has benefited the practice – and Thompson – tremendously:

- Saves 100 miles per week in driving
- Saves 6 hours per week in commuting time
- Improves efficiency and productivity
- Ensures patient billing is finished in a timely manner

By enabling employees to work from home and remote into their work computers, **GoToMyPC allows San Mateo Rheumatology to provide exceptional patient care** while ensuring all administrative and financial responsibilities are completed on time.

Want to learn more about GoToMyPC?  
**Call us toll free at 1 888 646 0016 or visit [get.gotomypc.com](https://get.gotomypc.com).**