

CASE STUDY

DME Patient Record Migration & Workflow Stabilization



100%

Patient Record Accuracy

20

FTEs Deployed Within Days

100%

Migration Completed Early

Overview

A U.S.-based DME provider needed to migrate high volumes of patient records following an acquisition, under strict deadlines and limited system access. Operational constraints and resource limitations created risk across accuracy, timelines, and workflow continuity. GeBBS implemented a scalable data migration and documentation support model to ensure timely, accurate execution and post-migration stability.

Opportunities & Challenges

The organization faced multiple constraints:

- High-volume patient record migration within weeks
- Limited system access and concurrent user restrictions
- Intermittent technical issues impacting uploads
- Night shift dependency with limited support
- Risk of delays, errors, and operational disruption

Outcomes



Accuracy:
100% patient record accuracy



Timeliness:
Completed ahead of deadline



Scale:
20 FTEs deployed



Continuity:
Zero workflow disruption



Efficiency:
Stabilized to single-FTE support

Conclusion

GeBBS executed a high-volume, time-sensitive patient record migration with speed and precision—ensuring continuity, accuracy, and operational stability following an acquisition.

Solution

Rapid Migration & Stabilization Model

GeBBS deployed a structured, phased approach to execute the migration efficiently:

- **Front-End:** Data extraction, validation, and intake preparation
- **Mid-Cycle:** High-volume patient record migration and documentation upload
- **Back-End:** Quality checks, error resolution, and process stabilization

The team scaled rapidly from 2 to 20 FTEs, leveraging extended hours and dedicated infrastructure to maintain throughput and accuracy.

Key Takeaways

- Rapid workforce scaling enables time-sensitive execution
- Structured workflows maintain accuracy under pressure
- Post-migration stabilization ensures long-term efficiency

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GeBBS not only finished the migration ahead of schedule but ensured a flawless and stress-free transition.”

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— Leadership Team, DME Provider

