



Proven Security, Support and Peace of Mind

The MatrixCare LPC Cloud Empowers The Redwoods to Deliver Superior Resident Care

The Redwoods Retirement Community works to transform attitudes and practices so that aging is viewed as a vibrant phase of renewal, discovery, service and choice. In support of its progressive position, the organization recently moved to the MatrixCare LPC Cloud solution in order to reap the benefits of a secure, fully managed solution.

Established in 1972, The Redwoods is a nationally recognized not-for-profit senior residential community situated on 10 scenic acres in Mill Valley, California. This diverse community is home to more than 350 people who lead active physical and intellectual lives, supported by a staff of over 170 and 400-plus volunteers.

The multilevel retirement community with independent living, assisted living and a skilled nursing facility has long used MatrixCare to help power its day-to-day operations. But when The Redwoods introduced electronic health records and clinical applications, leadership faced an all-too-common dilemma.

“When we went to the clinical applications we dramatically increased our user base, and we realized that our existing IT infrastructure couldn’t handle the increased data load,” explains Carl Upthegrove, chief financial officer.

“We could continue investing in our on-premises system – and continuing to spend money and time on hardware, software and maintenance – or we could explore a managed solution.”



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– Carl Upthegrove, CFO,
The Redwoods Retirement Community

Choosing the Cloud

After working with MatrixCare to analyze both scenarios, Upthegrove and his staff determined that moving to the MatrixCare LPC Cloud solution was the smarter move long term.

“MatrixCare very clearly spelled out the realities of each direction we were considering,” says Upthegrove. “Instead of bowling me over with a lot of technical jargon, they really spoke to me on my level so I fully understood the situation.

“Both options involved an investment, but the cloud solution offered so much more in terms of scalability, support and empowering staff to provide first-rate resident care. Now all maintenance, patches, upgrades and updates are handled on their side. That’s a huge advantage for an organization like ours without a large IT staff.”

Compliance and Security

Needing to satisfy HIPAA-compliance mandates and ensure 24/7 uptime, naturally The Redwoods demanded a solution providing superior security. The MatrixCare LPC Cloud solution delivered.

“We are essentially a hospital-type environment, so having all of the audit-level documents was very important,” says Upthegrove. “I was very happy that MatrixCare was able to provide documentation showing that they are compliant with all the regulations and audit standards. Had that not been the case, we would not have been able to move to the cloud.”

Financial Matters

When evaluating the cost differences of remaining with its on-premises system or migrating to a hosted solution, Upthegrove says he looked beyond price.

“The hosted model makes better financial sense in many ways,” he says. “We’re investing less time, resources and money than if we had continued with our on-premises system, which, realistically, was never best in class. And why spend money to continue doing things the old way if the world is moving toward cloud-based applications?

“Now we have a reliable solution that is always secure, always up to date and gives our staff anywhere, anytime access to the information they need to deliver superior resident care. And we get it for a fixed monthly expense, eliminating large and unpredictable capital expenditures every few years.”

Powering the Future

With its LPC Cloud solution in place, The Redwoods is maximizing its ROI by implementing new pieces of the MatrixCare portfolio.

“I believe we were one of the first MatrixCare customers to implement RetailTracker, which is their cloud-based point of sale solution,” says Upthegrove. “We use it for dining services, reception and even in our beauty salon. The integration was easy because we already have the cloud platform in place.

“Having the ability to seamlessly and cost-effectively add new solutions to our foundation is a big benefit. And we’re not dealing with different vendors for each. It’s one comprehensive solution with one point of contact no matter how far we take it. Who knows where the future will take us, but I’m confident that our MatrixCare LPC Cloud will accommodate it.”

It’s Time to See What MatrixCare Can Do for You.

Call **866.469.3766** or visit [matrixcare.com/LPC-Cloud](https://www.matrixcare.com/LPC-Cloud) to learn more.



About MatrixCare

MatrixCare solutions have powered the long-term care continuum for over 30 years. MatrixCare is the largest LTPAC technology provider in the US and the first to offer a true full-spectrum solution. Used in more than 13,000 facility-based care settings and 2,500 home care and home health agency locations, MatrixCare’s solutions help skilled nursing and senior living providers, life plan communities (CCRCs), and home health organizations to prosper as we migrate to a fee-for-value healthcare system. Visit www.matrixcare.com and www.carecommunity.com for more information.