



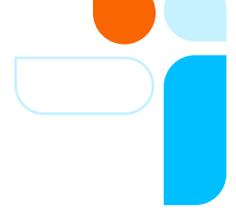
CASE STUDY

How Houston Endocrinology Center Supported Growth through Streamlined Payments and Practice Operations



Meet Dr. Damaris Vega— Endocrinologist

Dr. Damaris Vega is a board-certified endocrinologist and the founder of Houston Endocrinology Center. After earning her bachelor's degree in general science Magna Cum Laude from the Pontifical Catholic University of Puerto Rico, she completed her medical degree at the Ponce School of Medicine and her residency in Internal Medicine at the University of Texas Southwestern, followed by a fellowship in Endocrinology, Diabetes, Mineral, and Metabolism. A recipient of an NIH grant, Dr. Vega has supported multiple research publications focusing on endocrinology. She has practiced in both the Dallas and Houston areas for more than 14 years, has received the Patient's Choice Award, and serves as an active member of multiple professional organizations.



Practice Overview

Houston Endocrinology Center is a specialty practice for endocrinology-related medical care that has been serving patients for more than 14 years. Houston Endocrinology has steadily grown from a solo practice to six providers at its Houston location and three providers at a Cypress location opened in late 2025. The team comprises physicians, advanced practice providers, and dietitians, all supporting a diverse set of patients with conditions such as diabetes, adrenal disorders, thyroid diseases, and more.

As the practice and team grew, sustainable operations became a high priority to ensure streamlined scaling without increasing the administrative burden placed on providers and staff. In particular, the team needed a reliable and integrated approach to payments across locations.

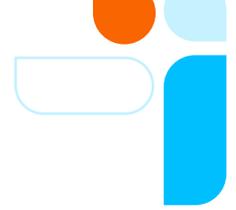


The Challenge

With growth came an increase in administrative demands. Existing systems couldn't keep pace with rapid expansion, especially with multiple providers in the mix.

"Before finding DrChrono, we had previously used two other EMRs, and neither checked all the boxes," says Dr. Vega. "DrChrono has been the best experience by far."

These fragmented systems created time-consuming documentation workflows. Meanwhile, patients could feel the impact of the administrative burden on the team at Houston Endocrinology Center.



Payment collection was quickly becoming difficult to sustain. The team was relying on:

- Manual tracking of copays and outstanding balances
- Paper notes and spreadsheets for staff to document payments
- Information passing between multiple team members for reconciliation

“Our existing manual process was becoming too time-consuming. My staff would make notes on paper, then I needed to confirm everything, then I’d pass it to our biller to manually enter the information.”

The fragmentation at multiple points of the payment and documentation workflows was creating strain on a team trying to quickly scale their operations alongside patient growth.

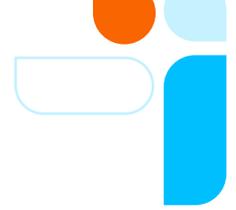


Why Houston Endocrinology Center Chose DrChrono

Dr. Vega decided to prioritize finding a system that could enable more efficient operations to support growth.

“I needed to find a solution to help my staff work faster and more effectively. DrChrono gave us all the tools we needed at a cost we could afford.”

DrChrono offered the opportunity to bring payments, clinical documentation, and practice management into one place. It meant the team could cut down on process steps and manual workarounds, even while managing multiple providers and manual entry while providing clearer visibility into outstanding balances.



The Impact

DrChrono enabled streamlined clinical documentation management between providers. The platform provided workflows tailored to endocrinology but customizable to meet each practice's specific needs. This flexibility helped new providers onboard more quickly.

“With DrChrono, our notes can be completed in real time very easily. My team does their own templates also, which are very easy to learn.”

Providers could make clinical notes during appointments in the system right away, lightening the administrative load, lowering backlogs, and improving consistency in patient care.

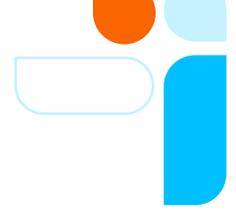
Simplified Payment System

Dr. Vega was particularly interested in how DrChrono could alleviate the burden of their current payment-related processes, as it was one of the biggest operational challenges for the team.

Now, the team has a centralized system with payment collection integrated directly into day-to-day operations. Processes are completed once, in real time, and in a consistent manner.

DrChrono also consolidated separate merchant systems, reducing duplicate data entry across systems and allowing staff to view information, such as balances and payment history in one place.

“Before, we had to enter charges manually, but now with DrChrono Payments, we avoid mistakes, and the business portion of our practice is run more efficiently.”



Houston Endocrinology manages pre-appointment payment workflows, something that created bottlenecks with the existing manual processes. But with DrChrono, payment collection is now fully standardized.

“We are the type of practice that you have to pay before you get seen,” explains Dr. Vega, “and my staff can collect insurance before the appointment, and confirm balances are paid prior to the next appointment, all in DrChrono, which makes everything faster.”

Improved Business Continuity and Growth

Houston Endocrinology Center’s expansion to a new location highlighted the importance of improving existing practices before adding more providers and complexity. By standardizing workflows through DrChrono, the team can now access centralized data, staff have less paperwork to manage, and patients have a consistent experience.

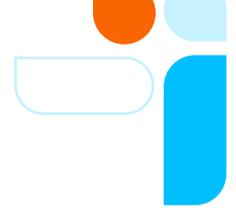
Operational concerns like staff turnover also have less impact, as the standardized system minimizes disruption, and new team members are onboarded faster.



The more you integrate with the EMR, the easier it is for everybody, including for the patient.

Damaris Vega

Houston Endocrinology Center



Conclusion: Built for Sustainable Practice Growth

Since adopting DrChrono in 2019, Houston Endocrinology Center has built a strong operational foundation. Fragmented processes and inconsistencies are no longer a concern as the practice expands with new providers and locations.

In particular, having payments, collections, and data embedded right into system workflows has brought clarity and administrative relief to a team that previously relied on handwritten notes and spreadsheets. Practitioners and front office staff can operate with more efficiency, and patients get the benefit of a more streamlined clinic experience.

Looking ahead, Houston Endocrinology Center can continue its growth journey knowing that documentation and payment workflows live in one system—a scalable foundation that evolves alongside the practice.

