



Lenovo
Health

Set It Up Once. Trust It Every Day.

A thought leadership brief for
independent and community practices

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Every Patient Interaction Starts With Technology

For the people running independent medical practices, a typical day moves fast. The front desk is managing check-ins and calls before the first appointment clears. Physicians are moving between patients while keeping documentation current. The office manager is watching the schedule, the billing queue, and the budget all at once. Technology sits underneath all of it, largely invisible when it works and immediately felt when it doesn't.

Most small practices operate without dedicated IT support. The computers at the front desk, the laptops in exam rooms, the workstations running the EHR — the devices your practice runs on every day — are expected to just run. When they don't, the cost lands on staff first and patients second. Healthcare organizations know this firsthand — 68% say cyberattacks and IT outages disrupted patient care quality, and 56% reported poor patient outcomes including delayed procedures and increased complications as a direct result.¹

¹ Ponemon Institute / Proofpoint, "Cyber Insecurity in Healthcare," 2024.

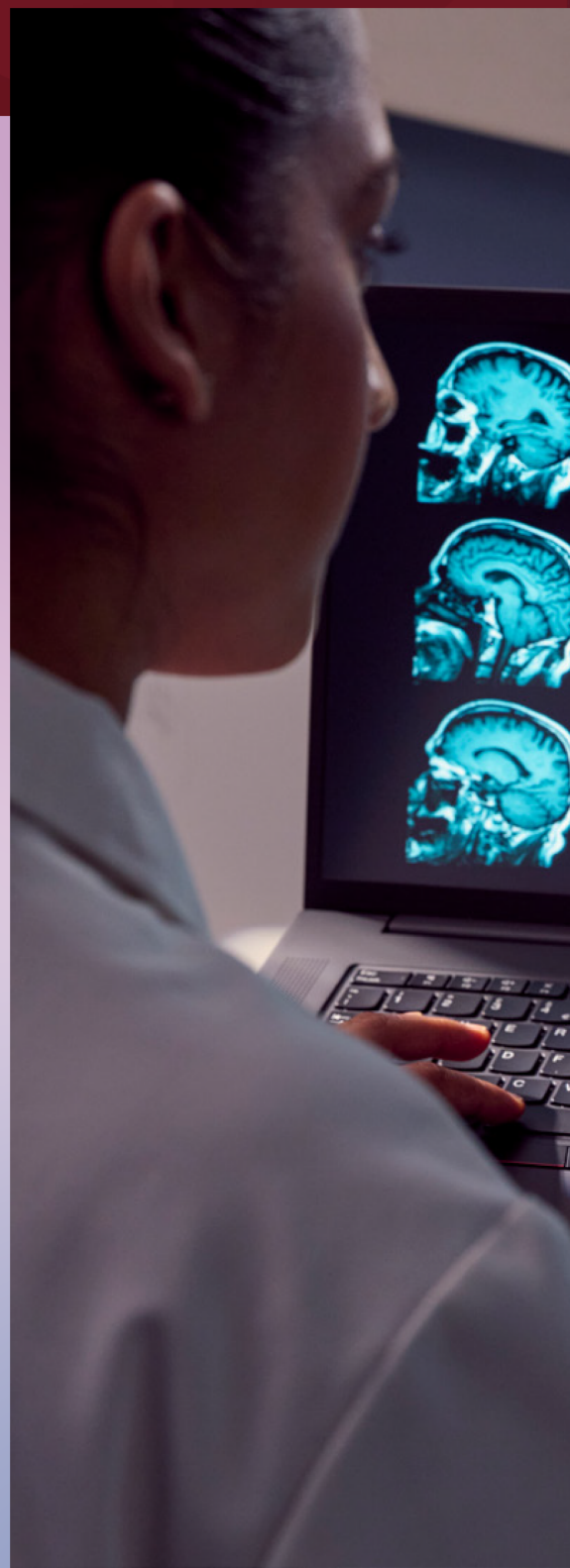
The Hidden Cost of Unreliable Practice Technology

When devices slow down or fail mid-shift, the first line of defense is the staff. Attention shifts from patients to troubleshooting, and the ripple moves quickly. Appointments back up. Patients experience delays they may not fully understand but will remember.

The causes are often predictable. Devices running past their useful life, hardware that was never designed for the demands of a clinical environment, mixed fleets cobbled together over time with no consistent management approach —these are the conditions that turn a routine workday into a recovery exercise. In a small practice without dedicated IT support, there is rarely a plan for when something goes wrong, and even less visibility into when something is about to.

These are the costs that rarely appear on an invoice but add up across every disrupted shift. 90% of medical practices reported higher operating costs in 2025 — up an average of 11.1%, with technology among the leading drivers.² For a small practice already watching every expense, unplanned technology costs are among the harder ones to manage and the least predictable.

² MGMA Stat, “Medical practice operating costs are still rising in 2025 — here’s how to control them,” June 10, 2025.





Reliable Technology Is a Care and Business Decision

Making good technology decisions in a small practice isn't complicated — but it does require thinking about the right things. Longevity, support, total cost over time. The practices that get this right don't necessarily spend more. They spend more deliberately, and the difference shows up in fewer surprises, more consistent operations, and a staff that can stay focused on patients rather than workarounds.

The difference shows up in how the practice runs — fewer surprises, more consistent operations, and a staff that can stay focused on patients rather than workarounds. When the technology is right, it stops being something you think about at all.

What ‘Set It Up Once’ Actually Looks Like in Practice

The practices that spend the least time managing technology tend to have one thing in common — they made a deliberate decision about their device foundation before something went wrong. A platform built to last, simple to manage, and consistent enough that the same device behaves the same way at the front desk as it does in the exam room.

In practice that means devices that hold up across long shift hours and multi-application workloads without slowing down or failing mid-appointment. It means a refresh cycle that arrives on a schedule the practice can plan around rather than a crisis that arrives without warning. It means whoever is responsible for the technology can deploy new devices quickly, manage the fleet simply, and focus their time on keeping the practice running rather than chasing down recurring problems. Lenovo ThinkCentre and ThinkPad running AMD Ryzen™ PRO processors are built for exactly that kind of reliability. Lenovo TruScale DaaS makes the whole fleet manageable and the cost forecastable from day one.

The financial case follows the same logic. Long device lifecycles mean fewer unplanned replacements and a lower cost over a four-to-five year cycle. Energy efficiency compounds that advantage — hospital energy-efficiency programs save more than \$55,000 annually per facility,³ and the savings scale proportionally for a practice running ten to fifteen clinical endpoints. For a practice already watching every expense, those gains compound quietly and predictably — which is exactly how good technology decisions should work.

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The Right Technology Partner Makes the Difference

The right technology partner knows independent practice. They understand what it means to set up a device environment that just works — and how to build a lifecycle plan that keeps it that way without constant maintenance or surprise costs.

Talk to your technology partner about Lenovo + AMD healthcare solutions for independent practices — and find out what it looks like when the technology finally stays out of the way.



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