

⟳ DocMe360

2025

IMPACT
REPORT



BUILT THE FOUNDATION FOR MODERNIZED VETERAN SERVICES

The WordPress Support Migration initiative established a scalable, accessible platform for modern, user-facing content.

HIGHLIGHTS

- **3 sites** migrated, with infrastructure supporting 140+ future sites
- **31 users** onboarded across 11 Veteran-serving offices
- **142 sites** activated for migration; 21 site shells deployed
- **297 pages** modernized, improving accessibility and usability

IMPACT

Modern, accessible digital platforms improve how Veterans, families, and Department of Veterans Affairs (VA) staff find, trust, and use critical information.

S D C

STREAMLINED CLINICAL WORKFLOWS AT SCALE

The clinical decision support (CDS) auto-population feature pulls patient data directly from electronic health records (EHR), reducing manual data entry and mouse clicks while improving the speed and accuracy of clinical decision-making.

HIGHLIGHTS



IMPACT

Thousands of clinician hours are redirected from administrative work back to direct Veteran care.



REDUCED WAIT TIMES AND IMPROVED ACCESS TO CARE

Digital tools and support services improved appointment management, reduced wait times, and addressed essential Veteran needs.

HIGHLIGHTS



132M appointment reminders sent

135K staff hours reduced through automation

22.7M days of wait time saved through earlier appointments

10M After Visit Summaries generated

IMPACT

Faster access to care and essential services means better health outcomes and improved Veteran experience.

STRENGTHENED DIGITAL HEALTH, SECURITY, AND RELIABILITY

MyHealthVet (MHV) enhancements strengthened Veteran access, system security, and platform reliability.

HIGHLIGHTS

- **83%** Secure Messaging coverage
- **80%+** unit testing and improved CI/CD pipelines
- **0 downtime** monthly production maintenance

IMPACT

Reliable, secure digital health platforms ensure Veterans can access services when they need them and without interruption.



PROVIDER DATA

DROVE CLAIMS ACCURACY THROUGH PROVIDER DATA ALIGNMENT

System alignment, integrations, and new technology resolved provider data gaps for immediate improvements in downstream processes.

HIGHLIGHTS

99K

provider records loaded on launch

13K

claims resolved on launch

98%

sustained successful record load rate

IMPACT

Accurate provider data ensures timely payments and sustains trust between payers, providers, and members.

SUMMARY

YEAR IN REVIEW

HIGHLIGHTS

Across 2025, our work:

- Reduced administrative burden at national scale
- Accelerated access to care and benefits
- Modernized digital platforms and infrastructure
- Strengthened security, reliability, and data accuracy
- Returned meaningful time to clinicians, staff, and Veterans

IMPACT

Small improvements, applied at scale, delivered measurable impact across government and industry organizations. Alongside our clients, we improved care delivery, operational efficiency, and the Veteran experience.



GIVING BACK

WHERE OUR MISSION GOES FURTHER

We believe that success lives in the positive impact we create beyond our teams.

Charitable efforts strengthen bonds, inspire collaboration, and remind us that giving back is essential to strong communities.

Through DocMeCares, we proudly support organizations working every day to strengthen and uplift our communities.

Together, we are shaping a better company and a better world.



**WOUNDED WARRIOR
PROJECT®**



**Ronald McDonald
House Charities®**
Greater Washington, DC

Keeping families close®

girls who
CODE

**Blood Cancer
United**



**HARBOR
HOUSE**



CSAH
Chatham Savannah
Authority for the Homeless



The logo for Oddball, featuring a stylized green globe icon followed by the word "Oddball" in a green, rounded, sans-serif font.The logo for Peregrine Digital Services, featuring a yellow winged bird icon to the left of the word "PEREGRINE" in a bold, black, sans-serif font, with "DIGITAL SERVICES" in a smaller, grey, sans-serif font below it.The logo for SGL360, featuring a circular graphic composed of blue and red curved segments, with the text "SGL360" in a bold, sans-serif font (SGL in red, 360 in blue) centered within the circle.

architechture solutions

The logo for Agile4Vets, featuring a stylized "A" made of red and blue geometric shapes to the left of the text "Agile4Vets" in a bold, blue, sans-serif font. Below it, the tagline "The all-SDVOSB Joint Venture" and "Vets Serving Vets" are written in a smaller, blue, sans-serif font, separated by horizontal lines.The logo for Oddcore, featuring a stylized green globe icon followed by the word "oddcore" in a green, rounded, sans-serif font.

PARTNERSHIPS

**COLLABORATION THAT
MULTIPLIES IMPACT**

We build strategic partnerships to accelerate innovation, expand access, and drive meaningful change.

By collaborating with organizations that share a commitment to quality, efficiency, and impact, we strengthen our ability to deliver scalable solutions and better outcomes.

We are proud to work alongside our partners.

**Together, we create greater value
than any organization could
achieve alone.**





DocMe360 is driven by impact. Thank you for giving us the opportunity to make a difference.