



Case Study | Apex Clinical Services

Healthcare Solutions Provider Streamlines Workflows & Improves Patient Communication with ChronicCareIQ



“In terms of the data, if you look at when patients get on the platform and look at their vitals, their blood pressures, and then go to six months, the triggers are down. Everything is just down. So it's just an **osmosis of self-awareness.**”

David Hernandez, RN,
CEO, Apex Clinical Services

THE TEAM



23

Practices
Managed



28

Providers

CODES

CCM

RPM

BY THE NUMBERS



10,000

Patients Under
Management



2,200

Patients Enrolled
in CCM/RPM



Background

Apex Clinical Services supports aging and chronically ill patients across the United States, led by David Hernandez, RN.

Apex partners with 23 practices and serves more than 10,000 patients nationwide, delivering comprehensive CCM and RPM programs that strengthen care, improve visibility, and support better outcomes.



Objective

In 2025, Apex partnered with ChronicCareIQ after searching for a comprehensive program that could **support and refine their workflows**.

They needed a **strong partnership** where ChronicCareIQ would manage the technology, allowing Apex to focus on delivering the service.

“ChronicCareIQ was the most complete program we found at the time, that allowed us to work out workflows, and be a partner. Having that partner adhesiveness is very difficult, very unusual in the space, and that's the main reason we chose ChronicCareIQ.”

David Hernandez, RN, CEO, Apex Clinical Services



Challenges

With their previous care management platform, **Apex struggled with:**

- ✗ Juggling multiple programs with many moving parts
- ✗ Managing people, including identifying, hiring, and training staff
- ✗ Maintaining a consistent, goal-set mindset
- ✗ Providing the same level of care to a growing number of patients

They wanted to build out a care management program to be a single platform for all services.



Results with **ChronicCareIQ**

Apex utilizes ChronicCareIQ as their main platform around the clock to manage their CCM and RPM programs.

With ChronicCareIQ, the practice:



Automated alerts and responses on assessments and questionnaires, saving significant time



Combined CCM and RPM in one platform



Created a communication point with patients, letting them know their providers are watching out for them



Increased patient engagement using the CCIQ app



Improved patients' abilities to manage their conditions, ultimately **reducing hospitalizations**



The program enabled Apex to improve their CCM and RPM programs, helping providers monitor patients between visits.



"It's that simple. It's a communication point, and that reminds them [the patients] every day to see that someone's watching out for them."

David Hernandez, RN
CEO, Apex Clinical Services

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and see how we can help your practice stabilize and scale care management.



Phone
855-999-8089



Website
ChronicCareIQ.com
