



White Paper

How One Independent Practice Improves Clinical Focus and Manages Multi-Location Care with medent

Insights from Marble Valley Healthworks on
long-term EHR adoption and the evolving role
of Ambient Listening in clinical care

medent

medent is an all-in-one EHR, Practice Management, and Patient Portal system designed to help practices improve efficiency, streamline workflows and enhance patient care through integrated technology.

Including Ambient Listening powered by Suki.

July 2026

www.medent.com/connect

Overview

Marble Valley Healthworks LLC is a multi-location independent practice led by Bruce D. Bullock, MD, an experienced physician leader and former CMIO. For more than 7 years, the practice has relied on medent's all-in-one platform to support clinical care and practice operations across its organization. More recently, the integration of Ambient Listening powered by Suki has helped further support clinical focus during patient visits.

The Challenge

After working with multiple EHR systems throughout his career, Dr. Bullock developed a clear understanding of the operational and clinical challenges that come with enterprise healthcare technology. Large-scale implementations and complex systems demonstrated how easily clinician attention can become divided between patient care and documentation demands.

As Marble Valley Healthworks grew across multiple locations, these challenges became more pronounced. The practice needed a system that could support efficient patient care while also providing the visibility and flexibility required to manage an independent healthcare organization. Balancing clinical relationships, documentation requirements and multi-site operational oversight remained an ongoing challenge in daily practice.

In fact, Dr. Bullock summarized the entire experience with his previous EHR system as "a disaster."



Bruce D. Bullock, MD

“This is a painful story. I was the CMIO for Rutland Regional during a major EHR conversion. I was eyeballs deep in that conversion. I lost 20 pounds doing that... We used it for almost 10 years, and when we got out of our contract, we evaluated a number of other products and decided to go with medent.

The Solution

medent provides Marble Valley Healthworks with a unified platform for clinical documentation, patient care, practice management and operational oversight. By bringing these functions together within a single system, the practice is able to support both day-to-day patient care and the broader needs of a growing independent organization.

A Unified Platform for Independent Practice

For more than seven years, Marble Valley Healthworks has relied on medent as its core EHR and practice management system. Providers are able to document encounters, review results and manage follow-up tasks within the same environment used for scheduling, reporting and revenue cycle activity.

This integration reduces the need for separate systems and allows clinical and administrative teams to work from shared, real-time information.



medent as a business tool for independent practices is so much better than what we've had in the past.

Managing Multiple Locations Through One System

As the organization expanded, maintaining visibility across locations became increasingly important. medent allows the practice to manage multiple locations within a single platform while analyzing activity, revenue and performance at both the provider and practice level.



The ability for me to have three or four different practices and simply have my front office staff change the location code means that I can bring in that revenue and dice and splice it by provider, by location, by practice...and I can look at the revenue generation independently or altogether. That's really, really helpful.

A Partnership Focused on Continuous Improvement

Beyond functionality, Dr. Bullock said he also values medent's commitment to listening to providers and evolving alongside their needs.



My conversations with people involved with medent going back many years have always been related to how do we make the product better? How do we make people's healthcare better?"

medent is a configurable platform that supports evolving workflows, templates and care delivery models across time.

The Results

By combining a long-term EHR and practice management platform with Ambient Listening, Marble Valley Healthworks has created a workflow that supports both meaningful patient relationships and the operational demands of an independent, multi-location practice.

With medent as the foundation and AI-powered documentation enhancing the clinical encounter, the practice is able to focus more attention on patient care while maintaining visibility across the organization.

Clinical Impact

With documentation occurring more naturally during the visit, Dr. Bullock is able to devote more attention to patient conversations and clinical decision-making.

“ I’m able to optimize relationships with my patients. It has been a complete game changer... being able to focus on the patient.

Operational Impact

medent’s integrated platform supports multi-location management and financial visibility across an independent practice structure.

Dr. Bullock views medent’s flexibility and scalability as particularly valuable for independent practices and communities where multiple organizations need to coordinate care.

“ I think medent is better [than other systems] for what it does for primary care people across different practices and different locations. medent has the added advantage of being spreadable like peanut butter across the entire community. Our entire community is on medent and able to function across the entire county and state.

Key Metrics

7+ Years with medent

A long-term platform supporting continuity across evolving clinical and operational needs.

3 EHR systems

Used Throughout Career

Including leadership experience during a major enterprise EHR conversion.

~21 Minutes per Patient Encounter

Reflecting extended, relationship-based visits supported by reduced documentation burden.

150+ Ambient Listening Sessions

Since Adoption (May–July 2026)

Early adoption demonstrating rapid integration into daily clinical workflow.

Multiple Practice Locations

Unified under a Single System

Enabling segmentation of data by provider, location and practice for operational and financial visibility.