

Marathon HR Helps Thomas Eye Center Focus on Patient Care and Service

For Dr. Stuart Thomas of Thomas Eye Center, maintaining a superior level of patient treatment, care and service is the most important goal. His employees share that commitment, so when Ellen Goad, Practice Manager and Licensed Optician at the center, became overloaded with administrative duties, she knew something had to change. As she was considering her options, she received a visit from a sales professional at Marathon HR. The two worked out a plan to get Ellen the support she needed. Now, she can concentrate on running the center with a focus on keeping patients first.



“When Dr. Thomas agreed to hire Marathon, I couldn’t have been happier,” says Ellen. “I was trying to do everything, which meant I couldn’t do anything to the best of my ability. Having Marathon is like a having a part-time employee that takes a full-time load off a practice manager’s back!”

A Patient-Centric Practice

Although many companies give lip service to customer service excellence, for Thomas Eye Center it’s the

central mission, not just a “good idea.” The company’s website is filled with patient surveys that talk about the friendly, caring staff, the high quality of patient care and the long relationship a client has had with the practice. For a company that has been in business for 50 years and wants to remain there for another 50, such praise is both important and rewarding.

“We are very dedicated to two things: patient care with comprehensive diagnosis and treatment of needs, and the overall patient experience,” says Dr. Stuart Thomas. “We want patients to be wowed by our service. Having Marathon support Ellen lets her be effective and attentive to the patients, the employees and the practice, which benefits everyone.”

Ellen says she didn’t even realize how much time she was spending on certain administrative duties—or how much it was taking her focus away from the face to face interaction with patients that gave her an accurate view of their office experience. “Scott from Marathon came to talk to me, I thought that as a small business, I couldn’t afford to get somebody to help me with HR,” says Ellen.

“When I calculated the time to compute timesheets, manage payroll, post HR rules and regulations and keep up with those requirements correctly as a small business, I realized it made no sense for me to continue doing all of this. It was much more effective for the practice for me to outsource those tasks so that I could return to focus on patient care.”

Affordable and Reassuring

Ellen says she was also pleased by the price for Marathon's services, especially in consideration for the value she receives. "When I asked Marathon the cost to outsource, I was pleasantly surprised. To be able to outsource that one area was more cost effective than having me do it, when I was much more needed in other areas of the practice."

Today, Marathon handles all of Thomas Eye Center's HR and Payroll management, including running background checks and processing drug screens, processing all the paperwork for hires (including direct deposit forms), evaluations, terminations and workers' compensation claims, posting federal and state Labor Department and OSHA updates in the break room, processing payroll taxes, answering HR questions, and more. Ellen says she "loves Marathon, because all of this makes my job easier." She cites a recent worker's compensation claim as an example.

"With Marathon involved, all I had to do was focus on my employees' health, because I knew Marathon would take care of the rest," says Ellen. "After being in situations where I had no assistance with a health-related injury on the job, having Marathon help me through the process was just wonderful. After I notified them of the claim, there was nothing for me to do. My part was over!"

In conclusion, Ellen says, "Hiring Marathon has allowed us to keep our focus on the patient and not have so many management tasks to conduct. They work hand in hand with our accountant, so those figures get transferred without me having to lift a finger, which is fabulous. Having a happier practice manager who is less stressed makes our offices more enjoyable for employees and patients, too."



With a practice based in Athens, GA, **Thomas Eye Center** serves Athens and the surrounding area, but has devoted patients that come from as far away as Europe for their yearly exams. The company's tradition of excellence in ocular health care and dedication to giving back to the community has guided the practice for more than half a century. Today, Dr. Stuart Thomas and the staff of Thomas Eye Center are dedicated to the delivery of optimum health care, in an upscale facility with the most technologically advanced equipment available in the industry. Along with their superior service, Thomas Eye Center offers the latest trends in optical merchandise, including frames, lenses and contact lenses. For more information, visit thomaseyecenter.com.



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