

**HiTouch with the assist..  
for the “team behind the team” at TOC**

**HiTouch**  
BUSINESS SERVICES



## **TOC** Tallahassee Orthopedic Clinic

HiTouch recently helped the Tallahassee Orthopedic Clinic (TOC) add the final touches to its 38,000 sq. ft. clinic in Florida. After 19+ months of work, “HiTouch was able to assist in the move and provide many different furniture designs with not only great looking furniture but very functional” says TOC CEO Mark Didier. “Our furniture pieces included cubicles, conference room tables, complete office suites, waiting room chairs, stools and more.” The initial meetings for the project started in February of 2019 when members of TOC, HiTouch, and EMI architects connected and visited multiple manufacturer showrooms, discussed overall vision and how to create an optimal space for patient care.



*Maribel Parzych, a Sr. Associate at EMI Architects says, “It was a pleasure working with Kelly Kahn and James Hodges on the furniture procurement of the Tallahassee Orthopedic Clinic Canopy project. Kelly is a wonderful designer who is extremely thorough and organized. James Hodges is very responsive, hands-on and quite the problem solver. As you know, there were a few unanticipated challenges during the project including an unexpected pandemic. Both James and Kelly were very responsive with timelines and design options.” Dwayne Deal, VP of Contract Furniture Division at HiTouch reflects on the end result saying, “The collaborative efforts of all involved resulted in an awe-inspiring state of the art facility focused on patient care. The end result is an iconic landmark in Tallahassee.”*



The facility is focused on patient-centered care by offering immediate access to the latest treatment protocols and procedures. The goal is to minimize delays and maintain patient care in order to get each patient the treatment they need. “HiTouch provided us with the configuration and environment we wanted at a price that fit within our budget. The price is right, the service is excellent, and the result is professional. HiTouch will work hand in hand with you, and can assist as you need to change any of your office furniture configurations, grow, or downsize as your business needs change. We highly recommend HiTouch Business Services and their team” says TOC CEO Mark Didier.

HiTouch Business Services account executive for TOC, James Hodges, engaged with the client frequently as well as with the EMI team. The HiTouch team worked diligently to understand EMI’s vision as it related to the aesthetic branding goals of TOC. Kelly Kahn, the HiTouch Sr. Designer assigned to this project, embraced the opportunity to work with the A&D group to provide well-rounded solutions that met their vision while providing manufacturer solutions that offered the best value proposition for TOC.

*“James always made himself available, and was on site ready to go. Craig and his installation team were very knowledgeable and kept the job site orderly. Tallahassee Orthopedic Clinic Canopy is very happy with the furniture and installation. We appreciate your team and hope to work together again in the near future”* says Maribel Parzych.



Case Study Year - 2020

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