



CUSTOMER STORY

DCO and Inovalon: A Partnership Built on Trust, Performance, and Shared Purpose

Company: Domiciliary Care Organization (DCO)

Type: In-Home Care

Success: “We’ve always said [Converged Patient Assessment] is the best tool in the marketplace. It helps us deliver at 100% satisfaction every year, for more than a decade.”

Domiciliary Care Organization (DCO), a Puerto Rico-based in-home care company, has spent over 10 years bringing care directly to patients’ homes — one million visits and counting. But success in this space requires more than a strong mission; it requires the right technology and trusted partners.

Inovalon’s [Converged Patient Assessment](#)™ became a vital part of DCO’s operations, enabling precise documentation, improving operational efficiency, and helping the organization scale while maintaining clinical excellence. Together, DCO and Inovalon have built a decade-plus partnership rooted in trust, collaboration, and shared commitment to improving patient care.



It’s the best tool in the market”

- Diego J. Loinaz, Esq., Co-founder and VP

Care that Starts at the Front Door

Founded by a team of long-time colleagues, DCO was created to raise the standard of in-home care in Puerto Rico.

The company's founders Dr. Jorge L. López, Javier Magriñá, CPA, and Diego J. Loinaz, Esq. saw an opportunity to deliver more compassionate, comprehensive care directly in patients' homes, a setting rich with context and critical health insights. Since its inception, DCO has grown into a complex care delivery partner for multiple organizations, including Puerto Rico's largest health plan, Triple-S.



We've never questioned our relationship with Inovalon. Over the years, we've only doubled down."

- Diego J. Loinaz, Esq., Co-founder and VP

Higher Standards, Higher Hurdles

When DCO entered the in-home assessment space, the landscape in Puerto Rico was underperforming. Assessments were inconsistent, documentation lacked depth, and technology tools failed to meet the practical needs of providers in the field. DCO set out to do things differently. To deliver the quality of care they envisioned, they needed a documentation software that could meet their exacting standards, one that would allow their providers to capture the full picture of a patient's health during an in-home visit, and support their operational and quality goals without unnecessary friction.



The Right Tool, and the Right Partner

DCO's journey with Inovalon began in 2011 through its work with Triple-S. Over the years, this evolved into a direct, deeply collaborative partnership. A pivotal moment came in 2014, when DCO and Inovalon formally committed to treating each other not as vendor and client, but as true partners. That handshake agreement marked the start of a long-term relationship that has brought value to both organizations and the patients they serve.

At the center of this collaboration is Converged Patient Assessment, which DCO providers rely on every day in the field. "It's the best tool in the market," says Diego J. Loinaz, Esq., Co-founder and VP, Business Development. With dynamic question logic and the ability to document nuanced clinical and contextual information, Converged Patient Assessment enables providers to deliver comprehensive, patient-centered assessments. It also supports DCO's mission of surfacing insights from the home environment that may not be visible in traditional care settings.

Operationally, Converged Patient Assessment has helped DCO streamline workflows and maintain rigorous quality standards. The organization has consistently received 100% satisfaction scores in external audits of its provider documentation for over a decade, a record that speaks to both the effectiveness of the tool and the diligence of DCO's quality team.

Looking ahead, DCO is excited to continue deepening its partnership with Inovalon, exploring new use cases for Converged Patient Assessment and expanding into additional markets. "We've never questioned our relationship with Inovalon," Diego says. "Over the years, we've only doubled down."



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