

HeathView Eye Care Center Case Study

CASE STUDY

RMM provides the expertise and proactive services to help HealthView Eye Care Center prepare for the transition to electronic medical records.

A national push for the development of electronic health information is transforming the delivery of healthcare in the U.S., creating enormous potential for both improved care and lower costs. At the same time, it is creating concern among healthcare providers regarding a number of IT issues, including complexity, interoperability and security.

RMM Solutions helped cure those concerns for HealthView Eye Care Center. RMM helped HealthView streamline its infrastructure, establish connectivity between locations and set up an automated backup and replication system. RMM also provides ongoing monitoring, preventive maintenance and support through its ProActive IT managed services program.

“With the move to electronic medical records and all of the requirements related to that coming up in the next few years, we wanted to make sure we were ahead of the curve,” said Gwen Zuleger, Office Manager in Charge of HR and IT for HealthView Eye Care Center. “We needed a lot of different things. We didn’t have a good, solid backup and our network was kind of helter-skelter. We wanted to make sure everyone was connected and viewing the same things. When we learned what RMM had to offer, we knew it was a good fit for us.”

A Shot in the Arm

As the only HealthView Eye Care Center staff member focused on IT, Zuleger has her hands full. She appreciates being able to call on RMM’s knowledgeable and experienced technicians for help.



“My knowledge of IT is all hands-on. I’ve taken a few classes here and there and I understand some of the deeper networking things but not enough to actually support a big network. I can do some troubleshooting, but it may take me a little longer than if I call RMM,” she said.

RMM helped HealthView update its PCs to ensure that all end-users had similar hardware, and the same operating system, and the same applications. HealthView also purchased a new server to support its transition to new accounting and scheduling software.

“Previously we had Windows 98 on some computers, 2000 on some, XP on some, Vista on some laptops. And a lot of the applications — Microsoft Word and things like that — weren’t compatible. When you sent a file to someone they couldn’t necessarily open it,” Zuleger said. “It has been nice to have uniform systems so that everybody’s looking at the same things.”

“As a result of going to electronic medical records, we needed to upgrade our scheduling and accounting software but the software we previously had been using was being discontinued,” said Diane Solberg, office administrator for HealthView Eye Care Center. “We needed to make the switch, and the new software had specific hardware requirements. It was good timing to get everything updated and current before going live with that software.”



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“Today’s healthcare organizations are challenged with shrinking budgets, rising costs and the growing complexities of technology. Our focus is to work with our clients to provide the expertise and services to help them move forward with health medical records, thereby reducing ongoing costs and increasing security,” said Rimon Moses, Chief Executive Officer of RMM Solutions.

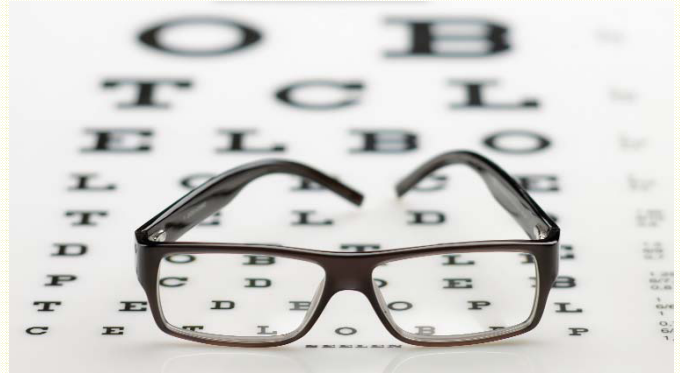
Prescription for Success

The move to electronic medical records requires that healthcare facilities ensure the security and privacy of patient data. RMM implemented a backup solution for HealthView that replicates data offsite to provide greater protection should a disaster occur.

“The backup solution they implemented is nice,” Zuleger said. “Before, we backed up a few programs and end-users occasionally backed up their own PCs but that was not where we wanted to be. Now everything is backed up on a server here and offsite. We are a lot more comfortable in terms of disaster recovery now that this is in place.”

RMM has also improved security by ensuring that patches and updates are installed regularly. RMM handles this proactive maintenance remotely in the evenings or on weekends so that it does not interrupt the work day.

“Because we had so many different types of computers, updates would need to be downloaded and staff members weren’t sure how to do it. Gwen did not have time to monitor it all,” said Solberg. “Now all of those updates are occurring on a regular basis thanks to RMM.”



Future Vision

RMM Solutions constantly monitors HealthView’s network for potential problems, and contacts Zuleger if an issue needs to be addressed. If Zuleger is unable to take care of it, or RMM cannot fix it remotely, a technician is dispatched. For non-emergency issues, RMM schedules convenient times to go on site.

“Sometimes weird things happen and they can’t make a connection to a certain PC through their system, so they dispatch someone out — usually the same day,” Zuleger said. “If it’s something a little more involved they will work around our schedule here. In any event they are available when we need them.”

Of course, healthy relationships require more than just expertise. The dedication to customer service of RMM’s technicians shows through prompt response and clear communication.

“They’re always very pleasant to work with and give us a lot of peace of mind knowing that the protected health information of our patients is being supported as we move to electronic medical records,” said Solberg. “It has been very good that we’ve made this step and that RMM has helped us move in this direction.”



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