NeoTech Solutions Inc.
Network Support Specialists

INDUSTRY

Medical
Community Health Center

KEY ISSUES

- System must be scalable and agile to support a constantly changing and growing company

- Data must be protected and HIPPA compliant

- Systems need to be accessible from anywhere, any time, any device

- Technology costs must be controlled and kept to a minimum

SOLUTION

- Implement an EMR system based on Desktop virtualization technologies

- Use NeoTech's secure underground data center to make sure that systems are protected and available at all times

- Utilize standard internet connectivity to keep communication costs as low as possible

- Reduce cost and headaches by hosting customized EMR software in the datacenter

NeoTech Solutions Case Study

Access Family Care utilizes Virtual Desktop technology and electronic medical records hosted in NeoTech's secure underground data center to enhance security, mobility and user convenience all while decreasing cost and increasing agility and flexibility.

By utilizing virtual desktop technology and centralized electronic medical records, Access Family Care and NeoTech worked together to create a system that allows patients and providers access to critical medical information from nearly any device anywhere they need it. By configuring the system such that all data and virtual desktop systems are hosted in NeoTech's secure data center, Access Family Care is free to focus on their mission of providing affordable healthcare to the communities they serve without worrying about the maintenance and security of the systems on which they depend.

The Challenge

Access Family Care has been providing affordable, high quality medical and dental care to the residents of southwest Missouri since they were founded in 1995. They achieved Federally Qualified Health Center status in 1999. Since then, they have expanded to 5 medical clinics and 3 dental clinics and they continue to grow. In December 2013, Access Family Care received notification that it passed with high marks NCQA Level Three recognition. The National Committee for Quality Assurance is the credentialing body that certifies health centers meet high quality standards of care.

In order to achieve this high level of performance and growth, agility and flexibility were top priorities for their electronic medical records system. However the system was to be configured, it would need to be easy to expand as the company added clinics, and it would need to provide easy access to patient records from any location.

The Solution

Access Family Care partnered with NeoTech Solutions to design and implement a new electronic medical records system. By utilizing desktop virtualization technology and electronic medical records privately hosted in NeoTech's secure data center, the system was designed to be secure, compliant, and highly scalable.

Rather than using traditional desktop or laptop computers to access important information, Users utilize a virtual desktop computer hosted on server hardware in the data center. Using this configuration means that all information stays in the datacenter which greatly increases security. In addition, it means that access to the system can be provided by nearly any device.

All desktop systems and servers are hosted in NeoTech's data center on our redundant virtualization platform. This assures that systems will remain up and running even in the event of a hardware failure. By utilizing encrypted VPN tunnels for connectivity to each site, communication line costs are kept to a minimum and the addition of a clinic location is as simple as getting an internet connection and connecting the devices.

AFC wanted the ability to customize their EMR platform to exactly fit the needs of an FQHC health center. So rather than use a cloud-based EMR, they chose to purchase EMR software. But, to avoid the expense and burden of maintaining the EMR systems themselves, they chose to have NeoTech host the software in the data center. This solution gives AFC the best of both worlds, a customized environment that is highly secure, highly available and high performance.

The Results

Users can access the system from any AFC location or even from any internet connection and from nearly any device (tablet, smartphone, laptop, etc.) Patients are free to go to any AFC clinic location and know that their important information will be available to their healthcare provider. Providers can see patients at any location, or access patient information from home all from the device of their choosing. The systems provides the ultimate in control over security and assures that only authorized people can access the data and that no health information can be downloaded to insecure devices.

The flexibility of the system has allowed it to grow with AFC as the business has grown and has helped them to maintain the extremely high quality of care for which they have been nationally recognized. The investments Access Family Care has made in these technologies has transformed their information system from a necessary evil into a strategic advantage.