



**Virtualization and Cloud
Computing Assisted In
Increasing Patient Viewership**



Implementing Technology, Increasing Efficiency

Case Study
HEALTHCARE

A local Urology center needed help implementing technology to help increase workflow.

The Challenge

Urology Specialty Care (USC) was moving to a new location. Because this new site offered added space, they wanted to increase the number of patients that were seen on a daily basis. The staff used a combination of Laptops and PCs in each exam room. USC realized that there had to be a better solution to using laptops in the exam rooms, as they had a short battery life and a high risk of dropping. Alternatively, PCs robbed the rooms of valuable space.

The practice had already implemented electronic health records and was completely paperless. The challenge was to accomplish the increase of business without increasing overall expenses. In addition, it was also important to mitigate risk. USC liked our vision and selected us to come in and remedy the problem.

Sector:
Healthcare

Solution:
Virtual Desktop, Thin Clients,
Check-in-Tablets, and
Paging System

Client:
One of Miami's largest Urology
specialists

Challenge:
Increase productivity

Results:
Helped increase patient
viewership by 80%



The Solution

We quickly assessed the current infrastructure to gather the state of the current hardware. We blueprinted the new location layout and department workflow for the workstations, printers and phone system to ensure optimal efficiency. We then designed the IT room, properly addressing the power and cooling needs. We implemented a VMware platform on a Dell Infrastructure. This included Thin Client workstations for the exam rooms, Medical Assistant and viewing stations.

Virtual Desktop technology from VMware was integrated to allow Doctors and Medical Assistants to connect to their assigned desktops from any location, whether office, hospital or home.



"I highly recommend Netcom Solutions with complete confidence and believe that their knowledge and understanding of the medical industry will bring tremendous value to any practice."

Dr. Cosme Gomez

We addressed any possible security issues by providing off-site remote access to their desktops using a secure server. This allows the Doctors to access their desktops from the hospital through a web browser, using a web portal. An internal pager system was implemented, alerting waiting patients that their exam room is ready to be occupied.

In addition, the Doctors and Medical Assistants are also alerted through an internal paging system, instructing that a new patient is waiting for them in the exam room. Additional scanners and dual monitors were added to reduce patient check-in times. Digital check-in tablets were also put into place for patients to enter in their personal information. At the completion of the project we implemented our Netcom360 proactive monitoring, support and management plan.

The Results

Completing the move and implementation as scheduled, we exceeded the client's expectations.

Our Virtual Desktop deployment, along with the internal paging system, check-in tablets, and other cutting edge technology exponentially increased work flow efficiency and helped to increase the amount of patients that are being seen by 80%.

Patient wait time was also dramatically reduced and HIPAA compliancy was met. The partnership has proven so successful that the client now views us as part of their team. Based on the success of the new office technology launch, the client continues to expand its relationship with us.

The Bottom Line

Urology Specialty Care wanted to implement technology to help increase productivity. With the right IT tools, they also realized that they could cut costs and become more efficient.

Netcom Solutions was able to help create a customized and reliable IT environment that ultimately allowed them to realize their goal far beyond their expectations.