CASE STUDY

TeamLogic IT Heals Patient Records Management Workflow

A home health hospice company that services patients through eight locations had purchased a document management software system that was a huge investment for them, but it was never implemented.

The operations director was challenged with controlling the flow of information between his corporate office and the other locations and needed to get the software system implemented. Onboarding each of the locations including new workflow and system training was a concern. He also needed to minimize his daily involvement in the company's IT issues, to focus on his primary responsibilities.

As an outsourced IT partner, TeamLogic IT helped with a number of IT solutions. The first was increasing the productivity and efficiency of the company's server and workstations. Since the workflow behind the document management software involved the transfer of data from the satellite offices to the company's headquarters, a VPN network was installed, the server and PCs were optimized, and the 30 computers were monitored remotely. This ensured that all devices were running at optimal levels, and the "always on" VPN allowed workstations from other offices to scan files and store them directly on the server without having to first initiate a connection.

The new software system was designed to help them better manage and archive their patient record information. All documents needed to be scanned and filed into the system. TeamLogic IT had only one week to help with implementation and training. The operations director expressed, "TeamLogic IT worked extremely fast. Their tech is the most knowledgeable I've ever worked with. He's been outstanding at reviewing our needs and helping us develop a plan."

TeamLogic IT also implemented a backup and disaster recovery solution. "I knew we lacked a good backup system. TeamLogic IT thought outside the box and gave us cost-effective options that were tailored to our needs."

To address the need for better security of patient healthcare records, TeamLogic IT developed and implemented a layered security system to protect the network and its end points. A monthly security service that included firewalls at eight locations was installed. New anti-virus protection was installed on each endpoint, and a web filtering service to prevent endpoint intrusion and malware was also installed.

Finally, TeamLogic IT implemented a Hosted Microsoft Exchange e-mail service to unify and safeguard the company's entire email system using state-of-the-art anti-spam, anti-virus, and anti-malware protection at the server level.

"TeamLogic IT made my life easier. I'm no longer wrapped up with IT issues. Everything runs seamlessly now and I can get back to other things. We are where we need to be for our planned growth. I don't think many companies realize the need for this kind of outsourced IT service, but they should."

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